

# mspnice award

October 7<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Amal Mohamed, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Amal for her outstanding commitment to customer service at MSP.

Our thanks go out to her on behalf of the Metropolitan Airports Commission, CSAC and the entire MSP community for exhibiting to MSP customers the superior customer service MSP is known for.

Congrats Amal!



Jeffrey Cook and Amal Mohamed, Prime Flight;  
and Isabella Rhawie, MAC Manager CMAA

## ★ Customer compliment:

My husband is temporarily in a transport chair, so this was a first experience flying disabled. Amal from Prime Flight met us at the door, stayed with my husband while I checked bags. She got us through security- no small job, carrying bags and pushing chairs. She stopped at the restroom, found us a Chinese food place, got us to the gate and when she was sure we were okay, she left and then came back to help us board. Wonderful human being. The world should have more like her.