

# mspnice award

September 29<sup>th</sup>, 2015

Greetings Managers,

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

Our thanks go out to him 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 Chidan!



Chidan Doobay, MAC Community Service Officer;  
with Jeff Nawrocki, MAC Assistant Director, Facilities

## **Customer compliment:**

Ann McClelland is 94 years old, hard of hearing and in a wheelchair. She came in on Southwest Airlines at T2 and was trying to meet up with her daughter who was flying in on Delta. McClelland said that the wheelchair pusher pushed her down by the information desk and then left. After some time, she asked the information desk attendant for some help getting some water. Later, Chidan Doobay was walking by and stopped to check on her to see if she needed any assistance. Chidan learned that she was trying to meet up with her daughter who was flying in at Terminal 1. Chidan called family in Denver in an attempt to track down the daughter, and the family said that they would leave messages, but the daughter was in flight. Chidan arranged to have McClelland transported to T1 by shuttle, and Doobay brought the bags over. At T1, Chidan got McClelland situated and then stayed with her until her daughter arrived. McClelland said she has never been treated so well in her life, and wanted to make sure that Chidan was recognized!