

# mspnice award

March 22<sup>nd</sup>, 2022

Greetings Managers,

One of your employees, Dawit Tinsae, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Dawit 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 Dawit!



Dawit Tinsae, MAC Landside Operations

## Customer compliment:

I had some difficulty with my car arrangements through my hotel. I had pre-arranged a car to pick me up that never showed up as scheduled from the hotel. Mr. Dawit Tinsae was managing the Taxi Office at the Airport that afternoon and he was absolutely outstanding in helping me get assistance and arrange the transportation I required. I had also lost my face mask and misplaced my reading glasses during this process, and Mr. Tinsae provided me with a face mask as well as an extra one to wear. He also made sure I got to the right area to get my transportation. He was extremely helpful, kind, and very professional. I wanted to give him a tip for helping me that afternoon, and he refused to accept the money.

I had intended to write to you soon after returning from my trip, but the Holidays arrived very quickly, and I had misplaced your contact information. It was only recently that I found your address and wanted to follow up as it was important for you to know that you have a great employee here. I hope you can provide him with some recognition for his outstanding efforts in helping a new visitor to your city.

*Sincerely, Stephen Heiling*