

# mspnice award

December 30<sup>th</sup>, 2021

Greetings Managers,

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



Eyoseyas Mamo, MAC Landside Operations

## Customer compliment:

I want to recognize Eyoseyas Mamo for his excellent customer service last night. I had arrived from an international flight and my cell phone wasn't working to call for the hotel shuttle. I did ask another shuttle service employee if he could call the hotel for me, and he referred me to the Passenger Assistance Desk where Eyoseyas helped me contact the hotel. I was so thankful for Eyoseyas' kind and patient assistance.

He did a wonderful job.

I travel frequently but didn't realize the airport had this Passenger Assistance Desk. I am thankful to have found it last night.

*Jill*