

mspnice award

May 12th, 2015

Greetings Managers,

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



Girmay Haile, MAC CSO, with Rick Valentino, MAC Facilities Manager

★ Customer compliment:

This very polite gentleman was ever so gracious and helpful when I was a little lost as I arrived in MN. He walked me to where I could find my luggage (plane was a little late and luggage was there early). He walked me to the appropriate gate where my son could pick me up. I was a nervous wreck.

Thank you Girmay!

Barbara Becker