

mspnice award

January 29th, 2015

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations and
Mamdouh Ibrahim, United Taxi Group

Customer compliment:

I wanted to send a note to compliment the team at MSP Landside and Taxi Operations. On January 5th I took a ride in Taxi 5764 from Terminal 2 to the Doubletree Hotel in Downtown St. Paul and mistakenly left my laptop bag in the Taxi. I didn't recall the taxi # that I rode in but I called the company (United Group Taxi and Limo) to let them know. I spoke to the gentleman at dispatch (Mamdouh) and he advised that he would do his best to help me locate the bag but that it would be faster if I could find out the taxi number.

I ended up traveling back to the Terminal 2 taxi booth to get further assistance. I spoke with Elvira H who was extremely kind and helpful in helping me understand how I could get my bag back and provided me with the phone numbers for MSP Landside Operations, MSP Lost and Found and the taxi booths at both terminals. I am very grateful for Elvira's efforts because without her help I would not have been able to connect with Bob at Landside Operations the next day who looked at video with the information I provided and was able to identify which taxi # I had rode with the day prior. Bob also went out of his way and coordinated with United Taxi to have the bag returned to either the airport or to me. Mamdouh at United Grp Taxi volunteered to drive to the taxi driver's home all the way in Brooklyn Park to recover the bag and then delivered the bag to me at my location in St. Paul. Naturally I insisted on giving Mando and his driver a generous tip though he said he did not expect this. (I wished I could have given them more but it's all the cash I had!) Absolutely unbelievable service all the way around!

I can't tell you how much I appreciate Elvira, Bob, Mamdouh and the taxi driver's help with recovering my bag. It saved me the potentially massive setback of losing my company laptop, other company property as well as my car keys and house keys. I am extremely grateful and never expected such fantastic and responsive service from an airport team and taxi company. Please pass along my compliments and thanks to the team again. They should be commended by management!