

mspnice award

May 29th, 2015

Greetings Managers,

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



Miheret Gemere, Airport Taxi Driver,
with Eric Hudak, MAC Asst. Manager, Landside Operations

★ Customer compliment:

I recently had an experience on May 4th, 2015, involving Miheret Gemere. I can't tell you how pleased I was with the service he rendered. In particular, I left my backpack in his cab. With the help of the ground unit, we were able to identify the cab. Thereafter, Miheret and I spoke on the phone, and he was more than professional, courteous, and authentic. He returned to my home to deliver the bag without any desire for further compensation. I enjoyed speaking with him during our cab ride and highly recommend his services. His integrity was outstanding.

*Sincerely,
C. Scott Massie*