

# mspnice award

February 4<sup>th</sup>, 2016

Greetings Managers,

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



David Sterling, Lida Jimenez-Moncayo, Robert Bradford,  
Kyra Casebolt, Chewan Tucker, Ian Harcus, Sahro Hirsi, Air Serv;  
with Phil Burke, MAC Director of Operations; Duane Smith, and Roosevelt Muhammed, Air Serv

## **Customer compliment:**

I want you to know you have an exceptional employee, Roosevelt. His calm, patient manner was a great help to me when my frustration walking to baggage claim. I recently had meniscus surgery on my right knee. As I was working toward baggage claim Roosevelt quickly noticed I was having trouble and asked if I needed a ride. I was embarrassed that I did not have any cash to tip him and he kindly responded, "Ma'am, it is my sincere pleasure to help you. I do this work to help people and I am glad I was able to help you today." His emotional intelligence abilities are rare indeed rare and should be acknowledged. If the quality of an airport's employees is an indication of future success, then MN International Airport will be known not only for the on-time take off's but for the quality of the employees that work there like Roosevelt!

*Sincerely,  
Camille Chang Gilmore*