

mspnice award

February 4th, 2016

Greetings Managers,

One of your employees, Sahro Hirsi, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Sahro for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Sahro!



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 to Thank passenger assistant specialist Sahro Hirsi for assisting me and my wife with our two elderly mothers on our flight from Ft. Myers to MSP. Sahro made every effort to assist us with our parents luggage, and wheel chair all the way to the rental car . What a help! What an asset for the MSP airport. She knew where to go how to get there and all the information we needed. The Minneapolis Airport has to be one of the best in the USA. Sahro was very attentive and professional a true testament of the training and getting the right person for the job.

*Thanks Again
Tom Banicki*