

mspnice award

August 27th, 2015

Greetings Managers,

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



Atif Saeed, MAC, Asst. Director, Landside Operations, with Soloman Gebreyesus

★ Customer compliment:

I am sending this message to compliment Solomon, the driver of Taxi #5760. My husband and I had a very harried airline experience, as we made our way from New Orleans to Minneapolis. Our flights were both delayed and the rides on these flights were somewhat turbulent. By the time we arrived in Minneapolis at 12:30 AM we were exhausted and out of sorts. Solomon relieved our agitated state through his courtesy and professionalism. I knew we were in good hands as he navigated us to our destination in NE Minneapolis in the wee hours of the morning. Not only did I feel that he was certain of the direction and location of our destination address, as I am unfamiliar with the city, he also has a very calming effect on his passengers. He has a very soothing voice, and even asked us what type of music we would like to listen to! Because of these qualities, our eight and a half hours travel ordeal ended on a very relaxing note.

If all of your drivers are like Solomon, you are running a top notch operation, indeed! He certainly deserves recognition, and it is my pleasure to extend my compliments to him.

With Appreciation, Elizabeth M. Lewis