

mspnice award

April 22nd, 2016

Greetings Managers,

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



John Nelson, WDFG; Isabella Rhawie, MAC Manager, CMAA; Youseph Yimen, News (WDFG); and Jennifer Risch, WDFG

Customer compliment:

I'm a frequent visitor to the kiosk in the lower level of the Minneapolis airport, and every week fly from MSP to various destinations. I wanted to write you regarding a particular employee of yours, who I believe has the name Youseph. He's a bald gentleman with a big smile and always works on Monday and Thursday mornings. I cannot give enough positive feedback regarding Youseph. He is such an incredibly friendly and personable gentleman and absolutely represents your kiosk with pride and integrity. He is always very professional and incredibly knowledgeable about all of the products offered at the kiosk, even going so far as to help stock certain products for me that weren't previously carried. I know that other passengers at the airport feel the same way that I do, as I've seen countless episodes of other travelers waving to Youseph or stopping by to the kiosk to say hello and pick up a snack on the way to their flight...he genuinely is an exceptional individual and is the type of employee that every business tries to find. I would enthusiastically recommend Youseph for promotion into any higher/managerial positions in the World Duty Free Group company as he clearly has demonstrated an attitude of success and a wonderful understanding of how to take care of your clients. I hope that you can recognize what a tremendous asset he is and how fortunate WDFG is to have him as an employee. Please pass along my sincerest appreciation for all of his hard work and for the great job he is doing.

Best regards, Mark Bredesen