

mspnice award

October 21st, 2020

Greetings Managers,

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



Phil Burke, MAC Customer Experience, with Dereje Anteneh, G2 Secure Services

Customer compliment:

This afternoon I missed my connecting flight to Denver. I was so emotional and panicky as I was walking around lost and Dereje saw me crying and went above and beyond to help me. He walked me over to the airline and it was closed but he found someone to help me.

I was told I would have to wait until tomorrow. I was crying so much because I felt so stupid. Then low and behold they found me a seat on another airline.

Dereje Anteneh from G2 Secured Staff calmed me down, made sure I got a flight out and waited with me for a new boarding pass, walked me through security, offered to get me coffee and got a cart to drive me exactly where I needed to be.

He didn't have to do any of that but tell me where to go, but he went above and beyond and I'm so grateful for him. He is definitely an asset to the airport.

Wish there were more people like him!!

With gratitude, Brandi N. Eichhorn