

# mspnice award

September 20<sup>th</sup>, 2021

Greetings Managers,

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



Degu Triffe, Taxi Driver, with Steve Holes, MAC Landside Operations

## Customer compliment:

This cab driver did excellent job. His customer had left his wallet with \$760 cash in the car, and he called into his company to report this. He was asked to take it back to the customer. He went to the customer's home but could not find it. He then returned the wallet to the Airport.

I appreciate his honesty and I want to let him know it.