

# mspnice award

September 7<sup>th</sup>, 2022

Greetings Managers,

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

## **Customer compliment:**

I was at the Terminal 2 location on August 11 from 12-12:30 at night. A very late time for an 80-year-old lady. I want to thank the Civilian Traffic director Officer 209 Ahmed Shifeeg. He was outstanding and one of the most pleasant and helpful and kind people that I have encountered at either of the airports. I had not been to Terminal 2 for at probably 20+ years and it was a shock to my system. 4 lanes of moving traffic and bumper to bumper all in a hurry to get there. Without the kindness and help from Officer 209 I would not have made it. I got to the right door, found a parking spot and picked up my Son and his new bride. The traffic was terrible and without the help #209 we all would have been in trouble. He was over and beyond kind and helpful and efficient at his job. All of your employees should use him as an example. I watched him in action, and he was great at his job and so pleasant to all. I think he needs a raise but obviously I am not in charge of that. He gave 110% to the traffic and the visitors to the location. Thanks so much to him.