

mspnice award

December 29th, 2022

Greetings Managers,

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

Customer compliment:

On November 13th at approximately 10:30 PM, I got off my plane and went to the nearest restroom. Then I had to go find my Lyft ride and walked all the way over to that area before realizing I didn't have my phone. I couldn't return to the terminal where I left it because my boarding pass was in my phone. I had been traveling all day and was exhausted. I had a good fortune to run into Community Service Officer Liban Kahin. He returned to the terminal, checked both restrooms, and fortunately found my phone. He then walked me to the Lyft area.

I just wanted to recognize him and his kindness.

Roberta Scholer