

mspnice award

April 11th, 2022

Greetings Managers,

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



Dawit Tinsae, MAC Landside Operations

Customer compliment:

A passenger called in, who flew in to T2 the night of Fri, Feb 25 around 1245 in the morning. Her flight was very delayed, and her friend was unable to pick up her as originally planned. She went to the Info Booth and asked the PSA, Dawit Tinsae, his advice on getting home. He suggested taxi or Uber and quoted the approximate prices. Uber was cheaper but she didn't have the app. She said Dawit took the time to help her download Uber on her phone and helped her pick a car and ride out of the airport. She went on to say that when her Uber arrived, Dawit walked her all the way to the car to make sure she felt and was safe. She was very happy that he went out of his way to help her and make her feel safe.