

mspnice award

October 19th, 2022

Greetings Managers,

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



Ibrahim Burka, with Steve Holes, MAC Landside Operations

Customer compliments:

I want to pass on an experience I had, which unlike most that you probably receive, this is a strong compliment and thank you.

I took a cab Tuesday late afternoon from the airport to my office in Bloomington. I didn't realize until yesterday late morning that I had left my wallet in the cab. I used the AmEx receipt to learn the cab company was Global Travel Service. I called and spoke to Abando, who said that yes, one of their drivers had found a wallet. He quickly called the driver Ibrahim Burka, then called me back and provided Ibrahim's phone number to me. Ibrahim agreed to meet me at my office where he had dropped me off the previous night. He returned my wallet with everything in it, just as I had left it. He told me that he is an honest man and would never take a wallet that belonged to someone else.

I am so thankful for the honesty of someone like Ibrahim, and would hope that he and Global can be recognized as the honest, reputable people that they proved to be.

Thank you, *Tom Tietjen*