

# mspnice award

December 29<sup>th</sup>, 2022

Greetings Managers,

One of your employees, Meron Taddese, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Meron for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Meron!!



Justin Hughes, Megan Bender, and Meron Taddese, Airport Retail Group

## Customer compliments:

Amazing service at MSP Airport! I was heading from Terminal 1 to Terminal 2 to catch my connecting flight. I met a very humble lady named Meron. Meron was heading home while she spotted me with a stroller, two kids, a booster seat on my back and luggage. She slowly walked up to me and said "can I help you carry the car seat and your luggage?" I didn't hesitate since I just got off my flight and my arm was killing me. She carried my stuff. I was nervous that I was going to miss my flight as it was in another airport. We started a conversation while we were walking to the light rail. She asked where I was heading to, and I told her that I was going to see my mom who is in hospice. Meron said she was sorry to hear that and told me she would pray for my family. Meron was very empathetic. When I asked her how long she has worked in the airport, she told me she has worked her for 20 years. She took the time to help me until I checked my bag. She is a great asset to MSP and the company she works for. Please thank her for her amazing service. MSP is the best airport ever!