

# mspnice award

January 30, 2014

Greetings Business Partners,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations with Faysal Muse, Metro Cab Company

## Customer compliment:

My family of 4 hopped into Faysal's van at MSP on 12/31/13. We had a lot of luggage and we had a pretty full van. Right away, we knew that Faysal was a very professional and friendly person as well as a very safe driver. Somehow my camera fell out of my coat pocket as I was getting out of the cab. Of course I didn't realize it until Faysal was gone. I felt horrible about losing family photos taken from all over the world in the past year or so. When I called the Taxi Stand at MSP to report the loss I was told that Faysal Muse of Metro Taxi had turned in the camera. It is the little things that give you faith in humanity. Please recognize Faysal Muse for turning a bad experience into a good one for my family and me.

-Jim Nelson