

August 8, 2013

Greetings Managers,

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

Way to go!



Jeffrey Cook, Senior Manager, PrimeFlight Aviation Services and Phil Burke, Director of MSP Operations with Kalid Abdisa

TWO CUSTOMER COMPLIMENTS

-The assistants who helped me, Warren John and Kalid Abdisa were exceptional! They went out of their way to help me through TSA & with my bags. It's very stressful to travel with mobility issues and your employees made the experience much, much easier.

-Lisa Lily

-My 93 year old mother was fortunate to have Kalid Abdisa meet her flight with a wheelchair when she came to visit us. What a wonderful young man and employee! She is mobile, but needs help with long walks in crowds such as at the airport. When she disembarked I was at the gate waiting and accompanied her to the ladies room. Kalid Abdisa sought us out (he had been helping lift a severely disabled passenger at the time my mom exited the plane) and wheeled my mom to the baggage carousel and then to my car in the parking lot. During that time he and I visited, and I came away from that encounter impressed with his intelligence, compassion for those he is helping, his work ethic and desire for education and advancement. In addition, he is quite charming. Actually, as I write these words, it occurs to me that he is representative of the promise of our country; a nation of immigrants enriched and improved by the talents of those who come seeking a better life. I hope your organization takes the time to nurture and advance him. He deserves it.

-Helen Nordstrom