

mspnice award

January 8, 2014

Greetings Managers,

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



Community Service Officer, Girmay Haile, with Phil Burke, Director of MSP Operations

Customer compliment: *Excerpt from a written letter:*

- ★ I am riddled with complex medical issues. But no one on the late flight would help me get my luggage off the carousel. They would avert their eyes and walk away. I had to limp in severe pain throughout the immediate area, 3 other claim areas and the hall until I finally saw a person with a yellow type vest of some sort. He was a Community Police Officer. I asked if someone could please help me just get my 2 bags off the carousel onto the floor at least so I could call my limo driver (who won't leave the car to come in). I offered to tip, but Girmay Haile said he does not accept tips or money or things of any type. Thank you Officer Girmay Haile. You are a keeper. You were there to help when no one else would (Protect and Serve).

In this day and age I know for a FACT many officers would not have wasted the so called valuable time on such a priority. Thank you MSP MAC.

-Matt Sherin