

# mspnice award

October 17, 2013

Greetings Managers,

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



Scott Skramstad, Manager, Terminal 2 MAC Airline Operations and Jeffrey Cook, Senior Manager, PrimeFlight Aviation Services with Muktar Hesseno

## Customer compliment:

I needed a wheelchair. Reggie & Muk were the best! They were caring & considerate. Muk helped me when Flight 51 would not make my connections. I would have been lost without him.

I am so thankful for these men and their thoughtfulness. These people make the world a better place.

- Janice Ekholm