

mspnice award

June 23rd, 2016

Greetings Managers,

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



Sergeant Bill Stevens with Abdi Ahmed, CSO, Airport Police Department

Customer compliment:

On Wednesday, June 8, 2016, in the afternoon, my wife and I arrived on a Southwest flight from Denver to your Terminal 2 MSP Airport facility. In the gathering of luggage, my wife's cell phone was left in that area. A kindly person found it and gave it to Officer Abdi Ahmed, and he was able to call the most recent person to whom my wife had spoken. It happened to be our daughter, to whom he gave information, and explained where he could be found to return my wife's phone. Our daughter called my cell phone, and we called him. Since we were on our way to Brooklyn Park, MN, we were not able to return to the airport until 8:00 PM that evening, but Officer Ahmed kindly agreed to meet us where he would be assigned to work at that time, which was Terminal 1. We came back to MSP-- Terminal 1, and with help from another MSP Airport Police Officer, found Officer Ahmed, who returned the phone and then quickly refused a monetary tip, saying two things: "No, No!--I don't take tips for doing my duty." and, "I love my job!" My wife and I were so impressed with his kindness, and determination to serve effectively that this letter just needed to be sent. Thank you---Thank you! God bless Abdi, and all of your MSP Airport Officers for their supporting efforts to the us---the Public.

Kenneth and Donna Anderson