

# mspnice award

July 26<sup>th</sup>, 2016

Greetings Managers,

One of your employees, 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!



Sergeant Bill Stevens, with Girmay Haile, CSO, Airport Police Department

## Customer compliment:

Early in the day June 10, 2016, my kids and I arrived at your airport. We were three exhausted travelers having missed our connecting flight by many hours. The simple process Delta Airlines gave us for getting a hotel room turned out to be more complicated and frustrating than anticipated by me. So by the time I met Girmay Haile, I was a crying frustrated mess. He calmly explained to me that everything could be solved and even helped me make phone calls to area hotels until we found one with an opening. His calm and friendly demeanor was a blessing that night. His helpful and professional manner made him a wonderful guide to me that night. Please convey to Girmay thanks for his sincere caring he showed to me and my kids that night.

I can truly say that I have great appreciation and esteem for Girmay. In my opinion, he is a valuable employee of yours!