msp nice *award*

December 29th, 2016

Greetings Managers,

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

Phil Burke, MAC Director of Operations; Ibrahim Farah, United Airport Services; and Atif Saeed, MAC Assistant Director, Landside Operations

Customer compliment:

On 11/21/16 after a wonderful European trip but multiple flight connection problems, we arrived in Minneapolis very late, tired, hungry & frustrated as we had missed our planned transportation home to WI. After booking a nearby hotel room & a long wait for their shuttle we decided to take a cab . In this state of mind, after paying our driver, I must have neglected to put my wallet back in my purse & didn't realize this until the cab had left. Fortunately for me, IBRAHIM FARAH was our driver. He discovered the wallet the next morning & promptly recalled who we were & where we were & came to our hotel with my wallet. An old lady in tears is not a "pretty site" but I was so grateful to Ibrahim for returning my identity, pictures of my grandchildren & all the "cards " we were carrying around. He wanted to assure me that everything was in the wallet. My gratitude for this man's values became what I was thankful for a few days later on Thanksgiving. He renewed my belief in the goodness of all of us. Meeting him was a life defining moment and I wish him a good life & thank him for teaching me one more "life lesson. Several days ago V.P. Joe Biden was on T.V. & in defining what a job is he said " a job is not just about a paycheck but it is about YOUR DIGNITY. I believe Ibrahim Farah is a true example of that analogy. Thanks for the opportunity to tell you about my experience.