

# mspnice award

September 6<sup>th</sup>, 2016

Greetings Managers,

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



Atif Saeed, MAC Assistant Director, Landside Operations; and Jama Shire, United Airport Services

## ★ Customer compliment:

I lost a laptop bag with a laptop, a tablet, and \$7,000 cash even. Jama, the driver, brought me back the laptop, the tablet, and the \$7,000 cash.

Thank you!