

mspnice award

August 1st, 2016

Greetings Managers,

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



Jeff Nawrocki, MAC Asst. Director, Facilities, with Mitku Gebru, MAC Facilities

★ Customer compliment:

I work as a Customer Service Gate Agent afternoon shift on the F concourse in MSP. Recently I had a conversation with Mitku, one of the two gentlemen I see late at night setting the mouse traps out. He inquired if I've been seeing many mice lately, and I realized then that I haven't been seeing any mice for quite a while now. I hadn't even realized that I never notice them anymore until this conversation. Which is why I'm contacting MAC - whatever MAC is doing for mice control, it seems to be working very well!! Just a side note also, Mitku is such a pleasant gentleman. He is always cheerful, always has a greeting, and is so willing to help out travelers passing by. He is a credit to the MSP airport.

*Thank you, Kimberly Benkowski
Customer Service Agent Delta Air Lines*