

# mspnice award

December 20<sup>th</sup>, 2017

Greetings Managers,

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



Dan Foster, MAC T2; Sue Schumacher, Nikki Rodriguez, Ka Moua, Abdellah Bakhtyari and Judy Jones, Southwest Airlines; and Luis Anchondo, MAC T2

## **Customer compliment:**

Abdellah at the counter at the Humphrey Terminal in Minneapolis was the kindest person to start my first business flight experience. This was the first time I had flown Southwest and was blown away by the entire customer service, front to back, compared to previous flights. But of everyone, he stuck out. Keep it up!