

# mspnice award

August 9<sup>th</sup>, 2017

Greetings Managers,

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



Abdi Isman, MAC Landside Operations; with Atif Saaed, MAC Assistant Director, Landside Operations

## Customer compliment:

Kudos to the MSP Airport Lyft/Uber curbside staff. When things didn't add up with my Lyft driver (wrong license plate, wrong phone number, etc.) they questioned the driver- took his info, sent him on his way and waited with me until my next Lyft arrived (Big Brother style). Above and beyond- impressed! Thanks for caring about your travelers, MSP.