

# mspnice award

December 11<sup>th</sup>, 2017

Greetings Managers,

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



Chris Novotny and Abdirashid Said, Super Shuttle; with Steve Holes, MAC Manager, Landside Operations

Mr. Abdirashid Said arrived a few minutes later than planned to pick me up, which was fine. He apologized and I assured him not to worry. When I got on the shuttle, there was a man on it. I greeted him and he was on his phone the entire trip to the airport. His calls consisted of ongoing complaints. He had no concerns that I and another passenger heard his litany of private issues. Mr. Said told this gentleman that he would be dropped off first at his airline, Sun Country. Our driver remained very pleasant to this man and carried his bags to the door of the terminal. When Abdirashid returned to the van, he apologized to both of us remaining passengers and explained briefly the reason he was behind. The complaining man had kept Mr. Said waiting with various phone calls and then didn't come out to the van within the few minutes he had promised. Mr. Said tried to contact him and getting no response, he left to pick us up. Then needed to return when the man got ahold of him and chastised him for leaving. Abdirashid only expressed kindness when relating the brief explanation to us. He was concerned and very apologetic that we had waited. However, even though the gentleman passenger had been inconsiderate to Mr. Said, causing delays in his schedule, Mr. Said still expressed sympathy for the man and the issues that made him so upset that day. Mr. Said just stated he hoped things improved for the gentleman. I was impressed and pleased that such kindness seemed natural to our driver. His attitude and explanation made my day better. We have always used Super Shuttle with airport rides for business and personal travel. Today is another reason we will continue to do so.

*Regards, Christine Stewart*