

mspnice award

January 31st, 2017

Greetings Managers,

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



Michael Madigan, MAC Commission; Abdullahi Gesaade, Universal Airport Taxi; Phil Burke, MAC Director of Operations; and Atif Saeed, MAC Assistant Director, Landside Operations

★ Customer compliment:

My husband and I took a taxi home around 5:45 last night. I left a bag in between the back seats. The cab driver discovered the bag later in the evening and brought the bag back to our house even though he did not have our address. He definitely went above and beyond his duty. What a wonderful example of human caring. The cab was #5640 Universal Airport Taxi.

THANK YOU!!

Sue Summitt