

mspnice award

March 2nd, 2017

Greetings Managers,

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



Atif Saeed, MAC Assistant Director, Landside Operations;
with Ahmed Fato, Airport Express Super Taxi

Customer compliment:

We took the Airport Express Super Taxi from MSP airport, Terminal 1, at 5:30 a.m. on 16 January 2017 (Monday). The driver, Ahmed Fato (5373, M-013988) was courteous and a good driver. He took us to our condo in Bloomington and the charge was reasonable. Two days later, on the following Wednesday, I realized that my credit card was missing, and the last time I used it was the taxi. I had written down the cab number, something I routinely do, so after a few phone calls I found the taxi company. Later in the day, the driver brought the card to me. He explained that he found the card in his cab later on Monday morning and that he returned to our condo to give it back to me. Our caller ID showed numerous attempts to call us from our lobby but we were sleeping and so had not answered. (He also couldn't get an answer from our resident manager.) I did not understand all those calls until I talked to the driver when he brought the card. What thoughtfulness and honesty!