

# mspnice award

April 28<sup>th</sup>, 2017

Greetings Managers,

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



Jim Arble, with Asnake Negaye, G2 Secure Staff

## Customer compliment:

I wanted to report an employee that should be commended for exceptional customer service that occurred in the afternoon on 4/23/17. A distant cousin of mine was traveling alone as an almost immobile 87 year old. Asnake, of G2, was able to safely get my cousin into a wheelchair and delivered to my car, which was not a brief process. It was very difficult to complete the transfer from wheelchair into the car, but Asnake was extremely helpful and patient. He treated my cousin with courtesy and kindness. The experience with both getting an elderly gentleman TO his destination and FROM his destination through MSP was wonderful. I don't know how it could have gone smoother, as we had assistance from start to finish. The airport employees we experienced were wonderful representatives of MSP.

*Gratefully, Karen Montanaro*