

# mspnice award

December 7<sup>th</sup>, 2017

Greetings Managers,

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



Steve Moss and Dawit Tinsae, MAC Landside Operations; Phil Burke, MAC Director of Operations; and Elviar Harvel and Amy Weinhaus, Landside Operations

## ★ Customer compliment:

Dawit Tinsae showed his customer service skills to the max! He was so helpful he went above and beyond to help me out. I really wanted to show my appreciation and give him a tip, but he told me he couldn't accept it which I found really silly. This man really needs to be recognized for the hard work that he does. Awesome worker.