

# mspnice award

September 1<sup>st</sup>, 2017

Greetings Managers,

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



Jennifer Bingham-May and Eric Grant, HMS Host; Eyob Abraham, O'Gara's; Matt Grimm, MAC Manager, CMAA; and Butch Howard, HMS Host

## ★ Customer compliment:

While having breakfast on 8-17 at O'Gara's in Terminal One, I witnessed an act of honesty by a waiter/ bartender. Another traveler left her purse on the bar and left. Eyob Abraham quickly came to my close by table for me to witness and open and read the name on internal cards. He then ran into the corridor to find her. He returned a short time later with a smile of success. A few minutes later the husband came back in to shake his hand and thank him. The world needs more folks like this.

*Tom Roy Commissioner of Corrections.*