

# mspnice award

June 2<sup>nd</sup>,

Greetings Managers,

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



Phil Burke, MAC Director of Operations; Hebano Gishe, Global Travel Services; and Michael Madigan, MAC Commission

## Customer compliment:

I would like to acknowledge Hebano Gishe, a driver working for Global Travel Services, who picked me up at the Minneapolis airport on Thursday night, April 13th and dropped me off in McLean, VA. I was in the city for a work meeting on Friday and didn't realize when I got out of the cab that I left my scarf behind. I was very upset because it belonged to my mom who passed away not long ago, so it means a lot to me. I called the number on my receipt when I got home and Mr. Gishe told me he found it and would send it to me. He kept his word and I received my scarf via UPS the other day. It would have been so easy for someone to keep the lost item or place it in the lost and found, but he didn't do that and I'm extremely grateful.

I hope your company will acknowledge him for his honesty and actions. I will be coming to McLean numerous times over the next year and will do my best to only use Global Travel Services.

*Best. Rochelle Abramson*