

mspnice award

January 3rd, 2017

Greetings Managers,

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



Cheri Pelzel, Ibrahim Hassan, Ryan Bruchman, and Dean Thoennes, Hertz

Customer compliment:

About 4 months ago Martha DeGraff and I arrived at MSP Hertz for a flight to South Carolina. Martha was then a semi-invalid and needed a wheelchair. A gentleman by the (first) name of Ibrahim, who was a Hertz employee, drove us, in the car I was returning, over to the Delta Airlines location. He then obtained a wheelchair for Martha. Both of us would like to thank Hertz, and especially Ibrahim, for the courtesy and assistance provided us. A Happy Holidays to all of you from two very satisfied customers...