

mspnice award

August 28th, 2017

Greetings Managers,

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



Phil Burke, MAC Director of Operations; Ismael Farrah and Jesus Gonzalez, Air Serv

Customer compliment:

Ismael Farrah did a fantastic job getting me from the plane to the park and fly. We had a very long wait at the baggage claim and he hung with me the whole time. Service was so bad flying out I should have walked with my bad leg and my 80 year old body.