

# mspnice award

March 24<sup>th</sup>, 2017

Greetings Managers,

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



Phil Burke, MAC Director of Operations, with Meo Mudi, Airport Express Super Taxi

## ★ Customer compliment:

Mr. Mudi drove my wife and me from the airport to our home on Saturday, February 25<sup>th</sup>. Upon arrival at home, I failed to unload from the cab my cane, which I occasionally use. Mr. Mudi surprised me early in the morning of Sunday, February 26<sup>th</sup>, when he stopped by our home to deliver the cane. I had just that morning discovered it missing and had not yet contacted your company with a request to search for it. Mr. Mudi's action without any prompting from me, I consider service "beyond the call of duty", for which my wife and I are grateful.

*Sincerely,  
Heino A P Beckmann*