

mspnice award

May 8th, 2017

Greetings Managers,

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



Ben Kellner and Muhiyadin Mohamed, BluWire (Estes Gifts); and Matt Grimm, MAC Manager CMAA

★ Customer compliment:

I am writing you to tell you how wonderful your employee Mohamed really has been for me.....I bought a backpack in in the MSP airport yesterday (at Bluwire) because mine fell apart, not only was he extremely helpful in the purchase, but when I cleaned out my old backpack I managed to leave a USB drive that had everything in my life on it for personal and work. I called today to hunt it down because I asked him to toss the old backpack or keep it if he wanted. He held on to it and found the drive so when I reached out to the store they contacted him and got us in touch and he went out of the goodness of his heart to USPS and paid out of his own pocket to ship it overnight to me. AMAZING PERSON. He stated it was his pleasure to help but I fully intend on rewarding him for his efforts and wanted to make sure you knew what he did for me, a complete stranger.