

mspnice award

May 18th, 2017

Greetings Managers,

One of your employees, Sahro Hirsi, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Sahro for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Sahro!



Phil Burke, MAC Director of Operations; Ian Harcus, Sahro Hirsi, and Cheryl VanGilder, Air Serv Corporation

Customer compliment:

I want to give an enthusiastic "shout out" to Sahro Hirsi who accompanied my 87 year old mother-in-law in a wheelchair, from Gate G15 to Baggage Claim #6, and then to my car on the 3rd floor Gold parking ramp. Sahro was warm, gracious, and diligent at performing this task. She retrieved my mother-in-law's large bag from the carousel (where I was waiting) and advised me the simplest way to return to my car. Sahro acted professionally at all times and exhibited outstanding hospitality to me and my family member. Please congratulate her on her excellent customer service.

Thank you, *Nancy J. Baker MD*