

mspnice award

October 22nd, 2018

Greetings Managers,

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



John Gubash, Jennifer Freire, and Bashir Hers, MAC Landside Operations;
with Phil Burke. MAC Director of MSP Operations

★ Customer compliment:

Bashir Hers was extremely helpful when I couldn't get in touch with my shuttle service driver. He was polite, made phone calls to track down my shuttle service. He took the initiative. I would totally recommend him for a promotion and raise!