

mspnice award

April 26th, 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, Bashir Hers, Dave Schouvieller, MAC Landside Operations;
and Phil Burke, MAC Director of Operations

Customer compliment:

I was sitting with my dog just in from FL trying to order an Uber car. As I sat trying to figure out what was not registering properly, an MSP employee named Bashir approached and asked if I needed help. He showed me exactly what I needed to do and I was able to complete the transaction and get a car. Without his help I would probably be still sitting there! Thank you Bashir!