

mspnice award

August 30th, 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, Dave Schouvieller, and Bashir Hers, MAC Landside Operations;
with Phil Burke, MAC, Director of Operations

Customer compliment:

I just wanted Bashir's supervisor to know that Bashir Hers was so very helpful to me and my friend when we landed at the MSP Airport recently. He was friendly, kind, compassionate, and a very supportive influence to both my friend and me. He directed my friend on how and where to catch the train to Terminal 1, and he helped me get oriented on how to call for a hotel shuttle and where to go to meet the shuttle. He even made the call for me as I couldn't get through to the hotel. Bashir told me that he loves his job, and it clearly shows. He brought so much kindness and compassion and clarity to his job which was so very helpful to both me and my friend at the time we were traveling, and he is memorable as a "bright light on a long journey" now that I am home.

Bashir Hers is surely a very valuable asset to the MSP Airport. If you can, please give him an award for spectacular customer service, and if you can, please also give him a bonus and pay increase as he certainly deserves it for all that he brings to his job.

Thank you very much!

Annie Hammond