

# mspnice award

February 7<sup>th</sup>, 2019

Greetings Managers,

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



Steve Holes, MAC Manager- Landside Operations; with Miheret Gemere, Universal Taxi

## Customer compliment:

Folks, one of the cabbies there did me a solid today and I wanted to share that with you. I got a ride home last night at 10:15p from Universal Taxi #5308, driven by Miheret. It was a very nice ride. When I woke up this am, I realized I'd left my wallet in the cab. I recalled him telling me that we were his last fare so I figured I had a chance. I called the phone # on the receipt and reached the office. Within a matter of minutes, they contacted Miheret who went and found it, and they put me in touch with him. He was extremely kind in offering to bring the wallet to me, thus keeping my period of freaking-out to just a few hours. I really appreciated his kindness (as well as the company's efficiency) and wanted you to know!

*Best, Ken Simons*