

mspnice award

July 17, 2019

Greetings Managers,

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



Nagib Etoll, Police Officer, MAC APD, with Sergeant Keith Boser, MAC APD

Customer compliment:

Ms. Antoinette Martin called to express her thanks for the work Jeff and Nagib did to assist her. Ms. Martin told me that her mother passed away recently and she is trying to fly home for the funeral. She said that she has been going through a lot as of late and she was struggling to get the help and assistance that she needed from her airline. Ms. Martin said that she reached her breaking point and went into a "mental health breakdown, throwing a fit like a ten year old." Ms. Martin told me that the airline called for police and she knew that she was going to be arrested, because she had been kicking and throwing things around. To her surprise, Ms. Martin said that the officers did just the opposite, rather than arresting her, they sat and talked with her and listened, she said that she felt human.

Martin said that the officers were able to calm her down, and they got her dinner and helped to pay for her hotel room for the night. She said the officers even escorted her out a back door so she would not have to feel guilt and shame walking back in the area where she caused the disturbance.