

# mspnice award

July 16, 2019

Greetings Managers,

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



Roosevelt Muhammad, Cart Driver with Kamil Zqrzebieniowski, Ops Manager – Prospect, Phil Burke, Asst. Director of Customer Experience

## Customer compliment:

Wanted to let someone know what a welcome sight Roosevelt was when he asked if we needed a ride from our gate. We had been traveling from New Zealand for 24 hours and we were tired.

That act of kindness was greatly appreciated.

Respectfully,  
Shirley Cortner