

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 Aldin Ibrahimovic, Manager – Prospect, Phil Burke, Asst. Director of Customer Experience and Prospect staff.

Customer compliment:

This cart driver took myself and my fiancé through MSP to our gate on our way to Los Angeles at E3. He was an absolutely pleasant driver and I enjoyed conversation with him greatly!

We've never had a bad cart driver / wheelchair staff member but some definitely make the long trip more fun. He's one of them.

Misty Rayburn