

mspnice award

February 15th, 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, DG Express Shoe Shine; and Larina DeWalt, MAC Manager, CMAA

Customer compliment:

I wanted to send you a note regarding an amazing experience I had today at the Express Shoe Shine located in the Main Mall. I was traveling for work and was in need of a quick shoe shine. I was not carrying any cash on me and did not have time to go find an ATM and withdraw any. I asked to pay with card but the card reader was broken. Knowing I didn't have any cash, King Roo let me know he would shine my shoes out of the goodness of his heart because he saw how badly I needed them shined. Not only did King Roo shine my shoes for free but he did an absolutely amazing job. King Roo truly made my day and I am very thankful for his act of kindness today. I will continue to get my shoes shined with Express Shoe Shine and always give my business to King Roo.