

# mspnice award

May 1<sup>st</sup>, 2015

Greetings Managers,

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



Arlie Johnson, MAC Assistant Airport Director, Landside Operations  
with Abdulkadir Abdulrahman

## Customer compliment:

I am writing you to convey a very positive experience with one of your carriers on Thursday (4/2/15) evening at 11:15pm. Abdulkadir, Cab #5405, greeted me kindly and carefully loaded my bags into his cab at the MSP airport. He provided a comfortable ride home to my home in Apple Valley. The bill came to \$41.15 - I only had \$20s in my wallet and asked if I could give him \$60 and receive \$10 in change (\$9 tip) - He accommodated my request and gave me a \$10 bill in change. What was most impressive about Abdul was what happened the next day. I was having dinner with my family when I heard a knock at my door. A very professional looking man was at my door whom I did not initially recognize until he introduced himself as my cab driver the night before. I was surprised that he was at my door and assumed that perhaps I forgot something in his cab. He went on to explain that he had discovered that I had inadvertently given him four \$20 bills and he drove to my home to return the extra \$20 bill. I was so impressed with his integrity that I told him that I wanted him to keep the \$20 bill as appreciation from me for his honesty.

*Thank you,  
A very satisfied and impressed customer,  
Scott Thomas*