

mspnice award

November 4th, 2015

Greetings Managers,

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



Phil Burke, MAC Director of Airport Operations;
with Tadesse Chekole and Kyra Selvidge, Air Serv

Customer compliment:

I was traveling from St Louis MO to Appleton, WI with a stop in Minneapolis Airport. Just a few days before this, I had become sick and was put on medication. I was walking through the airport to my gate, I was having a terrible time breathing because of the sickness I have. A very respectful, young gentleman approached me and asked if he could help. After seeing that I was having a rough time breathing, he asked me to get into his transporter and he drove me all the way from F to C so I would not miss my flight or pass out on the way there. He was so kind to me. I felt terrible because I did not even have \$1.00 in my wallet to give him a well-deserved tip. His name is Tadesse Chekole and he one of the nicest people I have ever met! He is in the transport department. I wish for him to be recognized for his "Above and Beyond" work ethic and I would also like to still send him a tip. The ironic thing is that last January I died and was brought back to life by the doctors. I now travel all over the country, doing good things for others and here some did a very kind thing for me. Tadesse must be another one of God's Angels and I was so fortunate to meet him. Please see that he knows how grateful I am for his gift of kindness!

~Cheri~