

# mspnice award

August 21<sup>st</sup>, 2023

Greetings Managers,

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

## Customer compliment:

I thought I had lost my wallet at MSP and reached out to the Airport Police. I just wanted to say that we found the wallet at the house that I am staying at, but I wanted to say thank you so much for all of your help, it was very helpful, and I very much appreciate it!