

# mspnice award

February 17<sup>th</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 compliments:**

*Thank you for your assistance in helping a passenger track down their missing passport.*

Be blessed, you are the nicest police officer I have ever met. I got the passport, be blessed.

*Benson Mogere Ratemo*