

# mspnice award

February 17<sup>th</sup>, 2023

Greetings Managers,

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

## **Customer compliments:**

I just wanted to say Thank You to Officer Nowaczewski. I was traveling through and forgot to take my pocket knife out prior to going through the security check point. I realized this while in line and I asked Matt if I would be able to take the knife through security which he said no. At that time, Matt instantly offered to mail the knife for me. This was something he did not have to do and offered to do without hesitation. This pocket knife was the last gift I received from my dad prior to his passing and wanted to Thank Officer Matt N. for his service and stepping up and doing something he didn't have to.

***Chris Howard***