

mspnice award

February 17th, 2023,

Greetings Managers,

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

Customer compliments:

On January 13, 2023, APD responded to an employee who died while working at Park Nicollet Clinic on 34th Avenue. As a Park Nicollet nurse, I assisted with family that arrived after the incident. Once the employee's daughter arrived, I sat with the daughter while Sgt Mark Ledbetter explained the next steps of the process. I commend Sgt Ledbetter on his professionalism, patience, compassion, and overall excellence in handling the situation that day. Thank you for your service.

Erin Warshaw