

# mspnice award

October 4<sup>th</sup>, 2016

Greetings Managers,

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



Lieutenant Justin Malone, with Officer Matt Nowaczewski, Airport Police Department

## Customer compliment:

On Sunday, August 21<sup>st</sup>, my husband and I were traveling home to Phoenix with our grandson Nick, who is 23 years old, mentally challenged (Fragile X Syndrome) and for whatever reason, he decided he wasn't going home. We have flown with him many times since he was small, with no problems. While on vacation, we attended our 3 day family reunion at the lake and he spend several days with his aunt and uncle in Brainerd, which kept him very busy, so knowing how much he enjoyed himself, he decided he wasn't going home. On the way to the airport, he said "I'm not going"! After much time and unable to change his mind I went to the Information Desk so I could check about changing our flight. The staff on the floor trying to help us by talking to Nick, but with no success, they decided to contact the Police. Officer Nowaczewski and Officer Reckinger came to the rescue. They spent a lot of time talking with Nick (and taking care of grandma), that calmed him enough so he decided he would go through security with them (perhaps the promise of a hamburger and fries helped) and they escorted us all the way to our gate. God Bless!

We can't thank them enough for the help we received, they were wonderful!

Sincerely,

Dave and Colleen Einerson