

# mspnice award

March 19, 2014

Greetings Managers,

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



Les Ellesson, Assistant Manager, MAC Facilities with Sergeant Tim Toyen, MSP Airport Police

## ★ Customer compliment:

I just wanted to write to thank Tim Toyen for being so very understanding when I needed help at the Minneapolis Airport. About a month ago, I was about to board a flight to Philadelphia when I was subject to a gallstone attack. He very swiftly got me an ambulance and I was soon being whisked away to a hospital with the benefit of some very welcome pain killers. The gallstone was removed and I was able to fly back home to the UK the following Friday. I am completely well now and just wanted to give him a big thank you.

*-Greg Banks*