

mspnice award

April 15, 2014

Greetings Managers,

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



Zachery Milne, CSO, Airport Police Department with Phil Burke, Director of MSP Operations

Customer compliment:

My name is Nick Florin and I was at Terminal 1 on 2/1/2014 and locked my keys in my truck. Officers Abdi Ahmed (219) & Zach Milne (217) were very helpful getting the problem resolved. I don't know what I would have done without them. I just want to tell them again - Thanks!!

-Nick Florin