

May 31, 2013

Greetings Managers,

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

*Way to go!*



Officer Shawn Boyer with Phil Burke, MAC, Director of MSP Operations

**CUSTOMER COMPLIMENT**

Two Sergeants from the St. Paul Police Special Investigations Unit expressed sincere appreciation for the assistance of Officer Shawn Boyer who helped escort a grand jury witness through checkpoint three and then to their gate. They expressed appreciation for the professionalism displayed and assistance that was provided.