

# mspnice award

July 20<sup>th</sup>, 2015

Greetings Managers,

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



Phil Burke, MAC Director of MSP Operations, Justin Malone, MAC Airport Police Department

## Customer compliment:

On Monday, June 29<sup>th</sup> my daughter, who is almost 5 years old, lost her blanket at the airport on our way from Minneapolis to South Bend. We didn't discover that Whitey, my daughter's beloved blanket, was missing until we boarded the plane and were ready to take off. I contacted Lost and Found at MSP when we touched down in South Bend. I gave my information and was told they would contact me if the blanket was turned in. I also filed out a lost item form on Delta's website with the hope that it might turn up. I also reached out to Lt. Malone via Facebook. Lt. Malone graduated a year behind me in high school in Willmar, Minnesota. I asked Lt. Malone if he would be able to check and see if could find Whitey. Lt. Malone collected information from me and I was even able to provide him with a photo of the blanket. I told Lt. Malone the gates at the airport where we were before boarding the plane. I explained to my daughter that Whitey might not be found but that I was trying my best to have people looking out for it. I received a posting on my Facebook page which included the steps that Lt. Malone followed to see if he could find the blanket and it also included a picture of him with the lost blanket. As a wife of a Police Officer for over 10 years, I understand that law enforcement professionals sometimes aren't the most appreciated people. My husband and myself have educated our children that police officers are community helpers and that they also protect us.

My daughter was so excited to see the picture of Lt. Malone with her blanket. Please know that our family appreciates all of the hard work and dedication of Lt. Malone and your entire department!

*Kirstin Howell*