

# mspnice award

June 2<sup>nd</sup>, 2016

Greetings Managers,

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



Lieutenant Jason Erickson, and Sergeant Keith Boser, Airport Police Department

## Customer compliment:

I want to thank you for your generous help a couple weeks ago. My family and I were delayed several hours due to the lack of staffing at Frontier Airlines. Our luggage, but more importantly our children's car seats, were locked away leaving us stranded. Nothing beyond a general apology from the baggage help desk has been received from the airline, but we expected as much. Your compassion and dedication to helping us made the difference that night. Thank you for going above and beyond. Please also extend my gratitude to your colleague, Officer JoLynn Christianson. Her manner was very calming and certainly helped me to relax. Thanks again for your help and for your service.

*Sarah E. Hall*