

# mspnice award

July 20th, 2015

Greetings Managers,

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



Phil Burke, MAC Director of Operations; with Mike Seelig, MAC Airport Police Department

## Customer compliment:

Detective Seelig, I want to thank you very much for being able to identify the person that took my wallet. It was hard not to think about it while on the plane to DFW. The phone call I got from your department while still on the tarmac headed to the gate was a nice surprise. In conversation with one of the officers, I can still remember his laugh as I described my "marked bill" I had. If it had not been for the eye in the sky, it would have been gone. I appreciate the copy of my marked bill this week. I praised the work of your department on Facebook on the good job you did on catching her! Thank you!