

# mspnice award

January 28<sup>th</sup>, 2022

Greetings Managers,

One of your employees, Officer Jennifer Micek, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Officer Micek for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Micek!

**Customer compliment:**

Richard Keifer called in a compliment for Officer Micek. He was arrested for weapon in the scanner (gun at TSA checkpoint). He wanted to commend Officer Micek for her level of professionalism she showed with him during the entire process. He said she helped walk him through and explain the entire process and treated him with respect and dignity.