

# mspnice award

December 30<sup>th</sup>, 2021

Greetings Managers,

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

## **Customer compliment:**

Dear Officer Rosand,

A note to thank you again for your kindness and lending me a helping hand when my blood sugar was low after a long flight, and I needed to eat. You demonstrated such warmth, caring and concern as you escorted me through the airport to Stone Arch where I was able to get food and a beverage to go. You stayed by my side all the way and returned me to my husband who was also very grateful for your support. You went above and beyond and we will remember you as we pass the kindness you showed us to others.

Kathleen said it all. Thank you Officer Lorne (Green!)- your gentle, caring, generous, and humor was a "Bonanza!" and a true blessing when I was concerned for Kathleen's health. It meant more than you might know at a stressful time. Humans helping humans. Please be safe. Thank you for all you do to protect and serve and help.

*Trent and Kathleen*