

# mspnice award

May 24<sup>th</sup>, 2016

Greetings Managers,

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



Lieutenant Jason Erickson and Officer Mark Dorsey,  
Airport Police Department

## Customer compliment:

★ On March 16, 2016, Officers Dorsey and Moen arrested a man, for the theft of sunglasses. The suspect was transported to HCADC and booked pending formal complaint.

On April 20, 2016, the suspect that was arrested, flew through MSP and stopped by the Police Operations Center and told me he wanted to thank Officer Dorsey specifically for the manner he dealt with the situation. He said that at the time of the incident he all but begged Officer Dorsey to not take him to jail, however was taken there against his wishes. He stated it was the best thing Officer Dorsey could have done to help him turn his life around. He stated he is now in a treatment program for having an addiction to stealing and is certain he would not have sought the treatment if Officer Dorsey had done different.