

# mspnice award

May 11, 2021

Greetings Managers,

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

## **Customer compliment:**

I want to thank the great women and men of the MSP Airport Police. On Easter morning, I accidentally returned a Hertz rental car into the Budget return area. I found that the only way out of Budget would have been to run over Tiger spikes and flatten tires. I didn't know what to do, so I decided to call Airport Police. I spoke with Sharon, who took basic info and stated she would see what she could do. The very next morning, I received a phone message from Sharon and her co-worker who was on duty. She said Mike and another Officer were going to check it out. Within 4 hrs, Hertz contacted me and stated they were in possession of the car and they would be closing my contract. I just want to say, THANK YOU, and I'll always remember what you did for me. I have the greatest respect for you Men and Women.  
You are my HEROES!