

mspnice award

March 23, 2021

Greetings Managers,

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

Customer compliment:

Anne Katchmark, thank you so much for finding and turning in my travel shoulder bag to Lost & Found last Tuesday afternoon – February 9th. You countered my lapse in concentration. The cash in that bag was about \$500 and I was fully prepared to give it all to you. It was the passport I was really concerned about. I know it can be replaced but I did not want that floating around somewhere in the meantime. I have it now and am very, very grateful to you that

I do. You made my day.

Thank you for your service.

Dr. E John English