

mspnice award

February 19th, 2021

Greetings Managers,

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

Customer compliment:

I received a phone call tonight from Kristin Dotray who wanted to recognize Officer Gherity for her outstanding public/customer service. Earlier today at 1426 hrs. Officer Gherity responded to Longfellow Ave. near Cargo Rd. for a motorist assist Dotray's vehicle had broken down and she requested assistance. Officer Gherity assisted Kristin with loading her luggage from her personal vehicle into the squad and then transported her to a nearby hotel. Officer Gherity also assisted with arrangements to have the disabled vehicle towed to Kristin's address. Dotray said the officer was very professional and kind throughout the interaction and she was extremely appreciative for her courteous assistance.