

# mspnice award

August 10<sup>th</sup>, 2022

Greetings Managers,

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

## **Customer compliment:**

I was working at the Terminal 2 station as a shutdown ambassador for Metro Transit. We saw a man urinating publicly in front of a number of people on the platform.

My colleague Jacob and I informed Officer Sabrina Freeman with MSP Airport Police that this happened. Officer Freeman got the man off the train and talked with him in a professional and direct manner, without escalating the issue, and informed him he cannot publicly urinate. My colleague and I were very impressed with how she handled the situation. Officer Freeman communicated highly effectively with the civilian. We wanted to express our gratitude for her assistance.

*Ruth*