

# mspnice award

November 16<sup>th</sup>, 2022

Greetings Managers,

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

## **Customer compliment:**

Tonight after returning from a trip, I was unable to find my car that I'd parked at MSP airport earlier this week. Luckily the incredibly patient and helpful officer, Officer Sarazin, helped me. He went above and beyond to assist me and I am extremely grateful.

Losing one's car is embarrassing, and his kindness made all the difference. He's truly a gem. And thanks to him I'm not still wandering around over there!

Thank you, Officer Sarazin!