

# mspnice award

January 20<sup>th</sup>, 2023

Greetings Managers,

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

## **Customer compliments:**

I received a phone call from a passenger wishing to recognize the great efforts of Officer Yost. The passenger stated they witnessed an irate passenger at the Delta ticketing counter this morning. Officer Yost approached the passenger and did an excellent job de-escalating the situation and making the passenger calm. The passenger's initial reaction caused alarm to several people before Officer Yost stepped in. Officer Yost's calm demeanor and actions made everyone in the immediate area feel better.