

# mspnice award

October 26<sup>th</sup>, 2020

Greetings Managers,

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



Officer Nicholas Iacovelli, Airport Police Department

## Customer compliment:

There was an incident with a woman named Tera tonight in the area of the C gates near one of the bars. The MSP security team was amazing, respectful, and calm with her.

They respected her space, didn't draw attention to themselves, and managed the situation very well. Kudos to officers #103 Cameron Miller, #99 Vlad Krimouski, & #52 Nicholas Iacovelli. They are awesome!