

July 18, 2013

Greetings Managers,

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

*Way to go!*

Les Elleson, Assistant Airport Director/Facilities with Officer Mike Seelig



### CUSTOMER COMPLIMENT

I just wanted to say how pleased I was with your department. Several weeks ago I lost my iPhone at the Ft. Snelling Park and Ride. I looked up my phone and saw that it was at the MSP Airport. I called the Airport Police thinking there wouldn't be anything they could do and would probably just take a report. I was very surprised by how helpful Detective Mike Seelig was when I called. He was very polite and seemed very interested in my case and in finding my phone. Within a few hours he found my phone and had it returned to me. I am very thankful. His quick and kind actions exemplify what police work is all about. Detective Seelig should be recognized for his outstanding work. Please extend my sincere thanks and gratitude to Detective Seelig.

-Ryan Ball