

September 10, 2013

Greetings Managers,

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

Way to go!

Arlie Johnson,
Assistant Airport
Director, MAC
Landside Opera-
tions and Sgt.
Brian Rindels with
CSO Kyle Allia



CUSTOMER COMPLIMENT

Call received at MSP Airport Information and Paging Office:

Bobbie Goldbarb was meeting an arriving passenger at MSP who is suffering from a number of medical issues and is confined to a wheelchair. As Bobbie was having a difficult time locating her party she encountered Community Service Officer Kyle Allia. She referred to CSO Allia as a problem solver. CSO Allia advised Bobbie options on how to locate her party in a professional and empathic manner while maintaining a law enforcement presence and was instrumental in locating her passenger.

The words Bobbie used to describe CSO Allia included; problem solver, intelligent, sharp, a cut above others and a kind gentleman.

Bobbie is very grateful for the assistance she received from CSO Allia and would like him to be recognized.