

# mspnice award

July 14<sup>th</sup>, 2016

Greetings Managers,

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



Officer Mitch Irvin, Officer Dylan Thomas, Mike Shimek, Officer Brooke Gherity and Officer Mike Kelly

## Customer compliment:

On Sunday June 26<sup>th</sup>, 2016, 4 MSP Airport Police officers and 1 passenger were able to assist to help save the life of passenger Mike Schimek. Below are words of thanks from Mr. and Mrs. Schimek:

I cannot express our family's gratitude for the quick response to aid my husband. I feel like we received a miracle administered by your officers. For my children to not have to grow up without their father and for me to have my husband is an extraordinary gift for which I will eternally be grateful. Please tell all involved that we owe them an enormous debt that we will work to pay forward.

*With gratitude, Kristin Schimek*

Please pass on my sincere gratitude to all those involved – truly a remarkable group. It is clear that if not for their quick actions and ability to work together under pressure, I would not be here typing today. Your team not only saved my life, they preserved the quality of my life as well. Surprisingly I suffered no damage to my heart or cognitive impairment because they acted so fast. Angioplasty was used to open a clogged artery and I'm doing well, I was released yesterday afternoon from the hospital and was able to come to work today.

*With gratitude, Mike Schimek*