

# mspnice award

July 2<sup>nd</sup>, 2015

Greetings Managers,

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



Sergeant Bill Stevens and Officer Shawn Maloney, Airport Police Department

## Customer compliment:

We were out at MSP to see my son off as he was leaving for Florida. I as his mother was having a hard time seeing him off, and when Officer Maloney noticed that we were having a hard time saying goodbye and worrying where he needed to go in the airport. The officer came over and showed us where my son needed to be for security (brought him to the line) and showed us where we could wait and see him off through the window. He then proceeded to say he had some time so he went and waited for him on the other side of security and walked with him down to the gate.

As I said this was not a trip he was looking forward to and was very nervous and scared, even though he is 25 years old he has not been on a plane since he was eight and felt very alone and nervous. The officer went above and beyond with the kindness he showed us and even stopped back after he walked with him to the gate and told us he made it and he knows how I feel because he has a 24 year old and his wife is the same way.

Please tell him he does not know how grateful we are to him and how he made our day a little easier!! There needs to be more people in this world that will take time out of their day just to show they care.

*Thank you! Jody Strub*