

# mspnice award

December 7<sup>th</sup>, 2016

Greetings Managers,

One of your employees, Shawn Maloney, was recently awarded with two MSP Nice Awards. 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!



Lieutenant Justin Malone, and Officer Shawn Maloney, Airport Police Department

## Customer compliment:

I travel all the time for work, going back and forth through MSP many times.

Last week, I took an early morning flight through Terminal 2, left my laptop in the security bin at TSA checkpoint, and did not realize it until I was on my flight. I wanted to take a moment to say thank you very much to **Officer Maloney** for the kindness he showed to me, and my husband who came over to the airport to try and retrieve the laptop. While he wasn't able to locate the item (it turned up the next day at TSA Security), he spent a lot of time helping us try and track it down, and had such helpful advice. Please extend my gratitude to him, and thank you for the wonderful work you do at MSP.

*Warm regards,  
Stacy*

I would like to recognize Officer Maloney, Badge #319 for his outstanding work and communication in the return of my lost cell phone. On October 25<sup>th</sup>, I left my phone in the restroom and when I returned to pick it up, it was already gone. I went to the police office and no one was there. I was going back to TSA when I saw Officer Maloney in that area. I spoke to him and he sprang into action. We checked the office and no phone, he took down all my information. We weren't able to find the phone prior to boarding a plane to Phoenix, but when we got to Sky Harbor, there was a voicemail from Officer Maloney that they phone was found and who I should contact for retrieval. I called lost and found and that was taken care of. The phone has been returned and I appreciate what has been done. Please pass my thanks and appreciation to Officer Maloney for what he did to follow up on this.

*Thank you, Dean Senne*