

# mspnice award

October 23<sup>rd</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone and Officer Brett Pertler, Airport Police Department

## Customer compliment:

My name is Nicole, and I wanted to commend Officer Pertler. I came across him at the airport on Saturday. I had just flown in from Fort Lauderdale, and had left phone in bathroom inside the gate area. I saw him standing there and asked if he can help. He right away helped me, and escorted me back to gate. Going back through security was a hassle and I was frustrated. Officer Pertler walked me over to the gate, all while calling in and asking if anybody has seen the phone. He learned that a member of the cleaning crew found the phone. He escorted me to the cleaning crew and I got my phone back. All this while, he kept a calm demeanor, was so kind, and represented professionalism and helpfulness, with a great attitude. He said he has been doing this a long time, and still sees the good in people. I hope he can be recognized for the help he gave me!