

# mspnice award

February 14<sup>th</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone, with Officer James Penaz, Airport Police Department

## ★ Customer compliment:

Dear Officer Penaz,  
I really appreciate you sending my knife to me. It was dumb not to pack it, and hated the thought of not having it.  
Thank you again so much!

*Fondly,  
Cherie Johnson*

**\*We back the blue in Texas!!**