

mspnice award

January 6th, 2017

Greetings Managers,

One of your employees, Mari Askerooth, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Mari for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Mari!



Officer Mari Askerooth and Lieutenant Justin Malone, Airport Police Department

Customer compliment:

The weekend after Thanksgiving Andrew and his wife came through a TSA checkpoint. Andrew was selected for extra screening and did not realize that his wife had not retrieved their baby monitor video. They left several messages with the TSA lost and found and did not get a call back. When they came back through MSP they decided to check with Airport Lost & Found, in case the monitor was located. While at lost & found you over heard their dilemma and offered to help them contact someone to help them from the TSA lost & found. At the TSA lost & found, "Mari was super helpful" in searching their inventory for the monitor. Andrew said you were persistent in your search and were confident that it must be here. You located their monitor in a large tray of cell phones. The Peterson's were pleased to have their monitor back and relived they would not need to spend \$ 200 to replace the monitor. Andrew described you as "Awesome Officer" and that he had the "Best experience at the MSP because of your officers' actions". Mari, this situation demonstrated your persistence to get answers when faced with an opportunity to help others. Thank you for displaying our department mission in how you perform your duties.

Andrew Peterson