

mspnice award

June 20th, 2017

Greetings Managers,

One of your employees, Officer 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!



Lieutenant Justin Malone, and Officer Mari Askerooth, Airport Police Department

Customer compliment:

My name is Marsha Read. You greatly assisted my husband, Stuart, and me last Saturday, June 10 after I had a MS medical emergency on a Delta flight about 1:00/1:30 pm. I don't recall exactly everything that transpired, but I do remember that you were very reassuring and calming. Staying with us like you did was beyond the call of duty and it made all of the difference in the world for both of us. Without your help I'm not sure I could have re-boarded the second airplane. I think my husband as well as myself were traumatized by the whole situation, since the Delta staff didn't believe us at first. I wanted to be sure to thank you so very much for both of us and for you to know that you made a difference in our lives that day. The work you and other public servants do is so underrated and unappreciated. Please accept our humble gratitude.

Most Sincerely, Marsha Read