

# mspnice award

March 10<sup>th</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!



Sergeant Bill Stevens and Officer Brett Pertler, Airport Police Department

## Customer compliment:

I wish to share with you our gratitude for one of your officers the other day while at MSP. After being dropped off at Terminal 1, I realized that I had my brother-in-law's cell phone. He dropped us off and I inadvertently picked up his phone. We did not have time to wait for him to return to pick up his phone as we had to go through TSA to catch our flight. I approached Officer Pertler and he very graciously said he would wait and return the phone once my brother-in-law returned to the terminal. In fact, he met him outside so that he didn't have to park and come into the airport.

In an environment when it's difficult sometimes to "trust people" it is encouraging and heartwarming to know that we have people in uniform who truly care and help those in need- even when it involves an electronic device. Thank you and please do pass this one on because YOU and your department are SOOOOOO appreciated by your average citizen- ME!

*Sincerely and God Bless,  
Mark Meier*