

# mspnice award

May 2<sup>nd</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone, with Officer John Zizzo, Airport Police Department

## Customer compliment:

This morning my 84 year old mother and I dropped off her 87 year old cousin at MSP. He did warn us prior to coming that he was not really able to walk very well. Therefore, I borrowed a wheelchair to have in case we needed it. Willard, drove from Delano, MN to Bloomington this morning. We have no idea how he even made it, because when he arrived to our house we had to simply transfer him from his car to my car, he couldn't walk more than a step or two. Needless to say, we were concerned about how we were going to get him into the airport and on his way to Dallas to his granddaughter's wedding.

When we got to the airport we were able to get Willard into the wheelchair we brought and up on the sidewalk, when a police officer asked us if we wanted assistance. It was Officer Zizzo. We gladly accepted help and he summoned Officer McDonald help as well. They took Willard into the airport, got someone there with a wheelchair to transfer him from ours, and basically took care of everything. It felt as if they were our guardian angels, making this "transaction" as smooth as it could possibly be (an old woman and a middle aged woman helping an 87 year old immobile man into the airport!)

Thank you, thank you, thank you to Officer Zizzo and Officer McDonald. We are unbelievably grateful and it was such a relief to have their assistance. They made a huge positive impact on our morning!

*Sincerely, Karen Montanaro and Marianne Lind, Bloomington, MN*