

# mspnice award

July 13<sup>th</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone, and Officer Mitch Irvin, Airport Police Department

## Customer compliment:

On Thursday, June 22<sup>nd</sup> I was traveling during a business trip and had noticed I received an email from American Airlines asking me to check in online. The only problem was that it was for a different name and that it was for an itinerary that I was not on. I was obviously concerned that somebody had used my credit card to make a purchase but I was also cognizant that this person was flying from MSP to Reagan Airport in Washington DC and this may have been something more troubling.

I had called the airport police and got a call back from Officer Mitch Irvin. After speaking with him and following up with American Airlines fraud department, we determined it appeared to be an oversight on American Airline's end. I had a hint of apprehension calling the police because I knew it might have been nothing and that the officer may have been put out having to deal with it. Officer Irving was far from that, thanking me for my vigilance and explaining the work he did on his end to track down any possible concerns.

I know police are often depicted in a negative light and I wanted to take this opportunity to give some positive feedback on your force.

*Stay Safe, Stephen DuBois*