

mspnice award

June 12th, 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!



Officer Mitch Irvin and Officer Matt Clark, Airport Police Department

Customer compliment:

On behalf of the United States Secretary of Agriculture, The Office of the Secretary and the Special Agents of the Executive Protective Operation Division, we would like to first and foremost thank you for your assistance and the assistance given by Officer Mitch Irvin and Officer Matt Clark on May 18th, 2017.

With little to short notice, Officer's Irvin and Clark identified a safe location for Secretary Perdue to make an unscheduled phone call and procured a golf cart to expedite our travel time to that location. Even though this might be a small thing in the scope of his duties, it is hard to put into words how much this helped us in the course of ours. No mission is accomplished alone and with his coordination, professionalism, and experience our mission was a success.

Again, we thank you and look forward to working with your team in the future.

Sincerely, Chad E Carroll

*Special Agent in Charge, Executive Protection Operations
United State Department of Agriculture*