

# mspnice award

August 30<sup>th</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone, with Officer Taylor Ondracek, Airport Police Department

## Customer compliment:

In regards to an odd (and unique to me) ambulance medical transport through MSP Terminal 2 we had today, I would like to thank your department, especially Matt and Taylor.

Also a big thanks to TSA and all other MSP personnel. All of you were extremely helpful, accommodating, and patient with our entire crew. It made the weird circumstances pretty painless for us as the EMS crew. The whole process was made very easy for us (from checking their bags, TSA checkpoints, waiting area, to boarding the other crew/patient) all from the help of your officers, TSA, and other MSP staff.

*Thanks!*

*Tyler Almquist, BS, NRP  
F-M Ambulance Service*