

# mspnice award

April 28<sup>th</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone with Officer Terri Blair, Airport Police Department

## Customer compliment:

★ I wanted to thank you for taking the time and effort to send me my knife from the airport. I am sorry it took me so long to send you this!! In this crazy world it was just awesome of you to restore my belief that great people make up our lives if we just take the time to look around. I can't tell you how many people I have told about you and your act of kindness. I am especially proud to tell everyone you helped me, a person in need, and you, a busy police officer. I don't know you, but I do know you are a great person of integrity and we all in my family respect you and what you did for us. God bless you and your family and friends. I will try to pay forward your act of kindness.

You may think that pocket knife wasn't much, but it was a gift from my father, which means a lot to me. Thank you.

*Sincerely, Todd Kiester*