

mspnice award

February 16th, 2017

Greetings Managers,

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



Lieutenant Justin Malone, with Officer Shawn Maloney, Airport Police Department

Customer compliment:

I would like to say "Thank You" to Officer Shawn M. who was working at Terminal 2 early Friday morning, Dec. 16. It turned out that we should have been at Terminal 1 to catch a 6:00 am Frontier flight to Denver! He stayed calm – gave us instructions where to go and what needed to be done – sent us off. We followed his directions, checked a bag, got through security and arrived at the Frontier gate just as they called the first Zone to board.

Please give him our "Thanks" for a job well done!

*The Roddy Family
Cambridge, MN*