

# mspnice award

July 27<sup>th</sup>, 2017

Greetings Managers,

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



Lieutenant Justin Malone and Patrol Sergeant Tim Toyen, Airport Police Department

## Customer compliment:

Thank you so much for going the extra mile for me in finding my keys - my fishing boat key was on there! I had forgotten about that, and will leave tomorrow for several days trip which would have been a fiasco without that key. So you are my hero!

The spectrum of services offered by police is so wide and the responsibilities so extensive. The most important and meaningful reward must be appreciation - well you have mine and I have told many about it.

*Thanks again, John Graber*