

# mspnice award

July 5<sup>th</sup>, 2018

Greetings Managers,

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



Lieutenant Justin Malone and Officer Nicholas Iacovelli, Airport Police Department

**Customer compliment:** I was so moved by the effort of one of the officers within your system, a Mr. Nicholas Iacovelli that I wanted to ensure that I spoke up about it because there seems to be far too much negativity nowadays and not enough light shined upon the excellent work a few dedicated individuals do. After arriving at my gate, I realized that my watch, a cherished gift that was given to me by my Uncle, was missing. I was put in touch with this officer, who was a reassuring presence and meticulously asked insightful questions to determine some sort of solution to figure out where to find the watch had gone.

His patience allowed me to recall that it occurred at security, where I had taken all of my belongings off of my person to go through the security measures. After giving him as much information as possible, he immediately began scanning through the security cameras to determine what had occurred. And as his investigation was progressing, he kept me in the loop the entire time through text since my flight was boarding and soon departing, and asking me clarification questions to pinpoint the culprit.

After I arrived at my destination, we continued forth with communication and ultimately, we were able to find out where and when the watch had gone missing. A belonging of mine with great sentimental value was successfully recovered due to the diligent efforts of this kind and persistent officer. This interaction had given me a newfound hope of the hard working individuals that are here to protect and make all of our lives easier, so I want to make sure that whoever reads this is able to know the value that this gentlemen brought to my life in a distressful situation by going above and beyond what was necessary.