

# mspnice award

February 27<sup>th</sup>, 2018

Greetings Managers,

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



Detective Jennifer Hobbs, Detective Rick Jellison, Officer Anne Katchmark, and Officer Brooke Gherity, Airport Police Department

**Customer compliment:** Officers Gherity and Katchmark observed a female that appeared to be in distress. The officers contacted Sontia Al- Tamimi, who suffers from schizophrenia and is from Virginia. She had wanted to go on a vacation so used all of her money for a plane ticket from VA to MN. Upon arriving, she realized that she made a mistake and no longer had money to fly back home and was stranded at the airport. Gherity and Katchmark made contact with a mental health crisis center in VA. Officers learned that she has a case worker assigned to her but she would not be in to work until the morning. They showed her to the upper mezzanine area and provided her with a mat to get some rest while they continued to work to find a solution and checked on her overnight. Their shift was over at 0630 hours and they briefed Detective Hobbs on her situation.

Officer Gherity received a phone call while she was off-duty from mental health workers in VA. Officer Gherity put them in contact with Detective Hobbs. Detective Hobbs brought her food throughout the day and continued to check in on her. Henrico County (VA) was able to purchase her an airline ticket back home on 2/6/18 with the assistance of Detectives Hobbs and Jellison. At 1800 hours, Detective Hobbs' shift was coming to an end and she briefed Gherity and Katchmark of the day's events and that Sontia would be spending another night but now has an airline ticket back home. Gherity and Katchmark checked in with Sontia and noticed that she did not have any toiletries and also observed that her shoes were in very poor condition. Gherity and Katchmark drove Sontia to Target and let her pick out a new pair of shoes, socks, toiletries, snacks, drinks and a magazine to make her stay at MSP more comfortable. Officer Gherity paid for all of the items with her money. Officers Gherity and Katchmark then brought Sontia back to the airport and gave her some pizza for dinner then walked her back to the upper mezzanine level for the night. Officer Gherity and Katchmark did not make it known that they were going to take it upon themselves to buy these items for Sontia, it was only known when Officer Gherity requested sergeant approval to go to target. The actions by Officers Gherity, Katchmark and Detective Hobbs were done with compassion, selfless service and exemplifies the Airport Police Departments values.