

mspnice award

December 18th, 2018

Greetings Managers,

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



Officer Charlie Mahon and Lieutenant Dave Karsnia, Airport Police Department

Customer compliment: I wish to nominate a MAC police office Charlie, for an MSP Nice award for the assistance he provided my family. My niece and nephew along with their four children flew into MSP from Indonesia. Former Minnesotans who recently relocated overseas with Cargill, when their five year old Patrick developed any eye sty which was diagnosed as rhabdomyosarcoma cancer. Due to lack of treatment options in Indonesia, they all flew home with a plastic portfolio which contained tissue samples and medical test results which were needed by Children's Hospital to quickly start his chemotherapy treatment here. In the haste of loading the cars with luggage, the plastic portfolio was left behind at baggage claim by the seating. As Patrick's mom prepared for the appointment she realized the portfolio was missing. We returned immediate to the airport on that Sunday and got ahold of Charlie. He was able to locate the portfolio and help us retrieve it so that Patrick could meet with the doctor and not further delay his chemotherapy. Please let Charlie know that Patrick is doing fine, thanks to him. He has six months of chemotherapy and five weeks of radiation at Mayo Clinic. The mass that developed under his eye is shrinking and he has not lost his smile. Thank you Charlie from the bottom of our hearts for helping the Oliver family. I want to let you know what a huge difference and impact you made for me and my extended family.

Best and kindest regards, Lanae Gabert