

# mspnice award

June 12<sup>th</sup>, 2018

Greetings Managers,

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



Sergeant John Christenson and Officer Mari Askerooth; Airport Police Department

## Customer compliment:

Unfortunately, I had the recent opportunity to learn what it is like to have your luggage stolen. The incident occurred on March 16 and, already the next day, Officer Jeff Kolesar gave me a call and gathered my statement of what occurred. While I recognize there are many priorities for the Officers, Jeff never made me feel like I had been de-prioritized on his list of "important" things to do. He was empathic, customer focused, and delivered excellent follow-through. In a very short period of time, I felt I "trusted" him to help me through the process. The next step was the processing of my stolen luggage through the claims group at headquarters in Atlanta. Feeling at a loss I reached back out to Officer Kolesar. He again demonstrated his follow-through and customer driven leadership, and connected me with Detective Mari Askerooth. I quickly received a call from Mari and she continued to stay in contact with me, not only on a weekday but on weekend days as necessary. Like my interaction with Officer Kolesar, I felt I was being listened to, that I truly had a partner to help me, and that she would do everything in her power to influence a quick resolution (to the extent of her ability) – both in finding the suspect AND me gaining reimbursement for my stolen items! Fast forward to today – while I do not have my luggage or its contents. I do know the suspect has been contacted AND the Atlanta office has confirmed I will receive reimbursement for my stolen items. None of this would have happened had it not been for tremendous support I received from Officer Kolesar and Detective Askerooth. I am very grateful that we have dedicated and customer-oriented individuals like Officer Kolesar and Detective Askerooth serving our MN residents and all travelers going through the MSP International airport! You made a great hire and I appreciate everything done to go above and beyond for me!

*Ann Toren*