

# mspnice award

March 21<sup>st</sup>, 2018

Greetings Managers,

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



Sergeant Mark Ledbetter, Officer Robert Buth, and Lieutenant Kelly McKenzie, Airport Police Department

**Customer compliment:** I am writing to thank officers Adam Snedker and Bob Buth for their part in helping me rescue my dog, and being there also to rescue me. February 20<sup>th</sup> I was at the "Airport dog park". They personally risked danger in helping me out of the swamp, and called in ADF and Allina ambulance. Everything worked out. My dog is well, and aside from a re-injured shoulder, I am too. I am very grateful.

I own a 10 year old Standard Poodle, Juuno, and he's not a Foo-Foo dog by any means. He's a hunter and he's very strong and brave and very reckless. That's one of his favorite parks because there are squirrels there, unlike other dog parks. As he discovered, there's also open water. He went missing for 10 minutes and I knew that he might be gone. If not for the unsolicited help of another dog owner, Juuno would have died and we never would have found him. The man could hear him whimper. The man went toward him and fell through the crust to his waist. I had no choice but to try, and fell through several times to my chest while the man guided me. I found Juuno alive with his front legs and head out of the water, and on my belly I pulled him out. He was able to go to the other man who stayed to keep an eye on me. Another dog owner had called for help. I stopped until Snedker and Buth arrived. They looked for a pathway out for me. Snedker had taken Juuno to his squad car to warm him up and then returned to help Buth. Snedker fell through at one point to his helps. Snedker and I both later marveled that Buth was able to stay dry. I am not one to take chances, but I had no choice but to save my dog. He's the best dog and I love him. I am sincerely grateful for the help from both of your officers, the risks they took, and the special compassion that Adam Snedker showed Juuno, and me.

*Sincerely, Larry Kuusisto*