

# mspnice award

July 16, 2019

Greetings Managers,

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



Anne Katchmark, Police Officer, MAC APD, with Sergeant Pat Reckinger, MAC APD

## Customer compliment:

I want to thank Officer Katchmark for saving my trip!!! I left my phone on a Delta flight and realized when I was in baggage claim. The officers told me where the Delta baggage service desk was. After some delay, they called out to the flight and had them check. They said it was not there.

Obviously they checked the seat pocket like I did, just the top. I knew by this time it had slipped below the elastic and down deep. I explained this and asked them to check again before it took off. They refused and told me I could go out to the gate and check myself but I better hurry up because the flight was leaving in less than 1/2 hour. I knew I would never make it to the gate and was doubtful they would even let me check if I did. Officer Katchmark saw I was in a panic and offered her assistance. She personally went out to the gate and asked the stewardess to have the current passenger sitting in the seat check and sure enough, there it was. Not only do I believe she went above and beyond her duties to assist a panicked passenger but during the whole time I dealt with her, she was cool and calm and tried to keep me the same. Thank you Officer Katchmark!!!

Laura Schaefer