

mspnice award

July 16, 2019

Greetings Managers,

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



Kyle Allia, Police Officer, MAC APD, with Sergeant Pat Reckinger, MAC APD

Customer compliment:

I would like to let you know about profound gratitude and appreciation that my family and I have for your police department in MSP Airport. My brother-in-law and my sister (which she suffers from early stages of dementia) arrived in MSP airport on Tuesday, May 21, 2019, late at night. In a matter of a minute that my brother-in-law was texting his son, my sister wandered off and she was lost in the airport.

Your officers did such an amazing and professional job to find her in the middle of the parking lot. In the times some police officers get bad press, I wanted you and all your officers to know what an important job they have and a lot of people appreciate them tremendously.

Unfortunately I don't know the name of the lead officer to thank him personally, although I would like to thank all of the officers in your department.

With most appreciation,
Khosrow Daivari, Shapoor Frozanfar and Family