

# mspnice award

April 5<sup>th</sup>, 2019

Greetings Managers,

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



Officer Adam Snedker, and Sergeant Shawn Boyer, Airport Police Department

## Customer compliment:

I would like to recognize and express my heartfelt thanks for the service that your officers provide, in particular for the service provided to me and my family by Officer Adam Snedker. I experienced what could have been a father's worst nightmare- the abduction of his son. I shall spare the details, but suffice it to say that Officer Snedker responded to the situation with an exceptional degree of professionalism- yet sensitivity to the fear that I was experiencing over the situation and efficiency. He quickly coordinated multiple agencies resulting in the safe recovery of my son. He did not leave my side during the entire time. In the end, it turned out that my son had left the airport on his own accord, but as a 14 year old- high functioning autistic-spectrum child, he is quite vulnerable in many ways. Nevertheless, as a result of the highly efficient coordination of effort by Officer Snedker, he was returned safely to our family. My wife and I cannot express strongly enough our respect for and gratitude to your officers and in particular Officer Snedker.

*Respectfully, L. Pearce McCarty, III*