

# mspnice award

April 24<sup>th</sup>, 2019

Greetings Managers,

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



Officer Charlie Mahon and Sergeant Shawn Boyer, Airport Police Department

## Customer compliment:

I was just so excited to have someone with the authority to help me actually communicate with me, and to follow up! Let me tell you, these days it is rare. Not only did he email me and call back, he stuck with it until it was located and had it put on a plane and had it sent to me via Delta. In addition to the usual toiletries, contact lens, glasses, etc., I had my iPad and travel journal that holds so many memories and notes- irreplaceable. Thank you very much! Officer Mahon did you and your crew proud.

*Thank you, Jane Ramsey*