

# mspnice award

February 7<sup>th</sup>, 2019

Greetings Managers,

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



Sergeant Keith Boser, with Officer Mark Dorsey and Officer Dave Graham, Airport Police Department

## Customer compliment:

I just wanted to let you know how very helpful Officer Mark Dorsey and Officer Dave Graham were when my husband, Jeff Rosch, had a medical emergency in the TSA pre-check line on December 27<sup>th</sup>. They went out of their way to help us and it was very much appreciated. Officer Dorsey followed up with us again later, when we got back from the hospital, and I just wanted you to know how helpful they were.

*Sincerely, Kit Rosch*