

mspnice award

March 7th, 2019

Greetings Managers,

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



Officer Matt Clark, and Sergeant Keith Boser, Airport Police Department

Customer compliment:

I'd like to thank Officer Matt Clark. Words cannot give enough praise to him for going out of his way to help me. Frontier airlines could not find my bag for two days, it only took him 15 minutes. I hope his excellent sense of service is the standard you hold all your officers to.

Again, thanks Officer Clark. You saved my vacation. Who knows what could have happened had that bag gotten into the wrong hands?

Sincerely, John Vogel