

# mspnice award

January 14<sup>th</sup>, 2019

Greetings Managers,

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



Patrol Sergeant Tim Toyen and Officer Mike Kelly, Airport Police Department

## Customer compliment:

Ms. Hend Haymour called to thank Officer Mike Kelly for his work in returning her stolen property. Ms. Haymour was going through security at the Fort Meyers airport and another passenger took her Tiffany bracelet while she was still being screened. Ms. Haymour contacted the Lee County Airport Police who tracked the suspect to a Minneapolis flight. Officer Kelly was contacted by Sgt. Taylor with Lee County and given the description of the suspect.

Officer Kelly was able to locate the suspect and recover the bracelet. Ms. Haymour said that the bracelet was priceless to her because it had been given to her by her brother and she was extremely relieved when Officer Kelly contacted her to let her know that he recovered it.