

# mspnice award

November 23<sup>rd</sup>, 2015

Greetings Managers,

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



Scott Morrison, Airport Police Department; with Amanda Greene Guentzel, MAC Manager Public Affairs & Marketing

## Customer compliment:

Detective Morrison was the law enforcement officer who handled my case when I was instructed by the adult violent crimes prosecutor's office to call your office to report that I had been sexually assaulted in the MSP airport. I was terrified to make my initial telephone call to Detective Morrison. In fact, even though I have been in PTSD Trauma-Recovery Counseling for months now, I have only ever said out loud one time the specifics of what happened to me in my assault—during that call with Detective Morrison. He was so patient and compassionate, while being completely professional and impartial, that even in retelling the terrible things that happened to me, I was not re-traumatized.

Instead, I was helped. And I am so very, very grateful.

A few weeks ago, I misconnected on my standard Sunday evening flight home and I took some of my extra airport time on Monday to find Detective Morrison and thank him in person. I also updated him on the conclusion of the civil case related to my assault. (It had settled just the week prior.) Detective Morrison was just as professional and caring in person as he had been on the telephone. And now, I am working hard to picture Detective Morrison and all of the members of your staff whenever I fly through MSP. I hope and pray that, in time, their excellence and selfless protection will be the first things I think of when I am wheels-down MSP (rather than my assault). Sometimes good things really do come out of terrible/evil things—and in this situation, I believe that happened. Thanks to the outstanding service provided by your detective, I have had my first experience with law enforcement personnel, and it was *excellent*.

Thank you. Be safe! Know that you are appreciated.