

mspnice award

November 21st, 2014

Greetings Managers,

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



Neal Hacker, TSA, with Phil Burke, MAC MSP Airport Director

Customer compliment:

On November 5, 2014, Checkpoint 4 STSO Mike Unger brought a considerable amount of money that had been left behind by a passenger to the Coordination Center for documentation and safe keeping. In addition to the cash, the passenger left his wallet and an iPhone. The Coordination Center staff followed procedure – documenting the received items/cash, and then securing them within the Operations safe. Normally, this would have been the standard process for this incident and the extent of the Coordination Center involvement. ECCO Neal Hacker suggested that we attempt to locate the passenger, since he reasoned the large amount of money would be missed and needed on whatever trip the passenger was taking. ECCO Hacker took the driver's license from the passenger's wallet and went down to the Delta counter to ask for help locating the passenger. Delta advised him that the passenger was booked on the Amsterdam flight (which was delayed for 34 minutes) -- both the passenger and his wife were booked on the MSP-AMS flight, leaving at 1953 hours. The delay provided the opportunity for the return of the money. ECCO Hacker located the passenger in the Sky Club and was able to return the cash, wallet, and iPhone to a very appreciative passenger. The passenger's wife offered ECCO Hacker money for the return, which he politely refused and he wished them well. Thanks to Neal, Mike, and every Officer that goes above and beyond every day for our passengers without the expectation of accolades. You are truly professionals!