

# mspnice award

March 20<sup>th</sup>, 2023

Greetings Managers,

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

## **Customer compliments:**

I wanted to send a sincere note of gratitude for the help your staff offered my family today. Sgt. Sean Hoerdt, and Officers Scott Bissen and Doug Forsman were extremely patient, and diligent as we tracked down my son's missing passport. They took the extra care and steps to check all possible options (including video footage). Because of their diligence his passport was found in the baggage conveyor belt, and as I write this message my son and the rest of his school group are taking off for their music trip to Malta!

Thanks again for all of the work (known and unknown) that you and your staff do each day!

*Jen Schaust*