

mspnice award

February 17th, 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 was running late for an Allegiant flight departing on this day. In fact, an Allegiant representative called me on my cell and informed me that they were holding the flight just for me, but that I needed to make it to the gate immediately!

As I was making my way through security, TSA informed me that there was a restricted small electrical sander in an orange case that I had with me. While the value of the tool was limited, the case also contained several small irreplaceable parts for a 50-year-old boat that I am restoring. The TSA agent then informed me that my only two options were to exit back out of security with the case or abandoned it there with its contents. While my wife was still at the airport and able to come up to security to retrieve the case, the TSA would not allow that. Knowing that Allegiant was holding an entire plane for me, I knew that delaying further was not an option, so I very reluctantly abandoned the case with TSA and dashed toward my gate.

As I approached my gate, an officer, who I later learned was officer Forsman, caught up to me from behind and offered to attempt to get the case to my wife. I hardly had any time to thank him for his effort and kindness as I provided him with my wife's information. Officer Forsman did ultimately get the case to my wife. Clearly, he had no obligation to go out of his way to help me out, and he couldn't know just how valuable the parts in that case were to me. Furthermore, in today's climate, it isn't difficult to imagine why police might hesitate to invest themselves in doing anything that isn't specifically required of them in their job description. I so appreciate that officer Forsman has not allowed his caring nature for his fellow human being to fall victim to the current climate.

Many thanks, Dan O'Brien