

# mspnice award

July 10<sup>th</sup>, 2023

Greetings Managers,

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

## **Customer compliment:**

I flew from Philadelphia to MSP with my 16-year-old daughter for an ice hockey tournament. I realized that night when I was in my hotel room that I did not have my 1000-dollar camera I brought with me. I retraced my steps in my mind and realized I lost it somewhere at MSP Airport. I immediately went back to the airport and checked every place I was - checked with Hertz and Delta and both places said they did not have camera, so I filed a claim. I was so upset I went back the next day and checked with Hertz and Delta and the lost and found at the airport without any success of finding my camera. After being at the airport for two hours I had completely given up and was on my way back to the hotel. On my way back to my car I saw Detective Seelig and Officer Luinstra walking, and I stopped them and asked them if there is any way they can help me. They asked me what I was wearing on May 4th and instructed me to have a seat. 10 minutes later Officer Luinstra came to where I was sitting -- showed me a picture on his cell phone and asked if it was me. I said it was and he said thank you and walked away. 20 minutes later Detective Seelig came to where I was sitting and said, "I know exactly where you left it." He had a picture of me leaving the Hertz check in counter and the employee who took it in the back. Detective Seelig took me to the Hertz check in counter and talked the manager. The manager and Detective Seelig looked for my camera but still could not find it. Finally, the manager looked upstairs and found it!!!! She said that the employees couldn't locate it before when I asked because they thought the bag was someone's lunch. I can't thank Detective Seelig and Officer Luinstra enough for what they did to help me find my bag. They put in a lot of time and effort to help me. They are really good at their job and great people. Thank you to your police department for having someone like them working for you to keep us safe and to help! I was crying when the bag was brought back to me! Thanks again!

*Respectively, Rodney Roman*