

# mspnice award

August 17<sup>th</sup>, 2023,

Greetings Managers,

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

## **Customer compliment:**

On behalf of Homeland Security Investigations (HSI) St. Paul and Tampa, Florida, I would like to express our sincere appreciation for your agency's service and attention to the transportation of Special Agent (SA) Neil Horn to his final resting place in Northern Minnesota. On February 3, 2023, SA Neil Horn suddenly passed away. On February 11, 2023, SA Horn was transported from Tampa, Florida and arrived at the Minneapolis/St. Paul International Airport (MSP) where he was met by a host of law enforcement. Sergeant Sean Hoerd provided crucial coordination with Delta Airline, the Federal Air Marshal Service, and HSI so that law enforcement personnel could show respects to SA Horn as he arrived at MSP. Officer Kristina Hansen assisted law enforcement by escorting HSI personnel and other law enforcement into the Airside Operations Area and directly to the plane, where agents received SA Horn as he was disembarked from the plane. Officer Hansen then led law enforcement to a Delta Airlines facility where she stood watch with a family member and HSI, Department of State (DoS), Diplomatic Security Service (DSS) and Federal Bureau of Investigations (FBI) agents. Officer Hanson went above and beyond providing excellent service even on her designated day off work. Your agency's assistance with the transportation of SA Horn did not go unnoticed by SA Horn's family and they were extremely appreciative of your department's efforts. I am sincerely grateful for your department's assistance in getting SA Horn safely to his final resting place.

*Sincerely, Jamie G. Holt*