

msp nice award

October 17th, 2016

Greetings Managers,

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



Lieutenant Justin Malone, with Officer Jay Brunn, Airport Police Department

Customer compliment:

I would like to let you know how helpful one of your fellow officers was to me on Saturday, March 25th. I had made an appointment with TSA Pre Check Office to get screened and submit my request. I had driven in from Western Wisconsin to be there early for my 8:50 AM appointment. I had the printed appointment with me. When I tried to gain access at the Delta Special Services Area, they said that the appointment did not have my name attached to the appointment. I had my driver's license and passport with me to validate my ID. They would not even contact them to see if the appointment was valid. They said go away and try again. I then thought maybe if I talked to a TSA Official, they would at least check if my appointment was valid. So I went down to the Pre Check area.

This is where I ran into Jay Brunn #327. I explained what had happened, showed him my appointment, and told him how I had driven in from Western WI to make this appointment. After listening, he said he would help and take me back to the TSA Pre Check Office. He did not have to do that, but he did. When we got to the office, the person on duty validated that I indeed did have an appointment. He was not sure why the appointment did not print properly but welcomed me to take the next appointment because at this time, I was now late for mine. The process took all of ten minutes.

With Officer Jay Brunn taking some of his time to help me, it saved me hours of drive time. In addition, I would not have to waste another Saturday Morning. Please take a moment of your time to let Officer Jay Brunn know how much I appreciated his help.

Thank you again, Duane Fier