

mspnice award

April 12th, 2016

Greetings Managers,

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



Bob Cooper and Travis Belisle, Emergency Communication Center;
with Justin Malone, Airport Police Department

Customer compliment:

After clearing security at the North Checkpoint, I noticed my Rolex watch was missing. Checking TSA and Lost and Found, it wasn't turned in. Called to report to police and Officer Vic Her showed up immediately, took my report, and began investigating. It was discovered that the person behind me took my watch from the bin. Fortunately it was on video from the surveillance cameras. Officer Her tracked the person down and recovered my watch! Many thanks to him and the Airport Police! The Emergency Communication Specialists that worked this incident were Travis Belisle and Bob Cooper. Both contributed to the incident resolution by identifying the suspect by reviewing video footage and finding out who the suspect was with a badge trace, and relaying it to the field, among other things.