

# mspnice award

December 23<sup>rd</sup>, 2019

Greetings Managers,

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



Travis Holloway and Chris Lindstrom, TSA; and Phil Burke, MAC Customer Experience

## **Customer compliment:**

On Friday October 11, 2019, I was going thru security at MSP at approx. 5:00 pm when I realized I had left my CPAP machine in the vehicle that dropped me off at the airport. I was on my way to Ireland for 8 days and it was necessary that I have the machine. I was able to contact the driver that dropped me off and have the machine delivered to the airport however I did not have time to go back thru security again with the machine. TSA employee Christopher Lindstrom STSO went above and beyond his duties to get my CPAP machine thru security. He met the driver who brought the machine back to MSP and got it scanned and to me. I would have had 8 miserable days in Ireland had it not been for Mr. Lindstrom. I hope you are able to pass along my gratitude to Mr. Lindstrom.