

mspnice award

September 8th, 2015

Greetings Managers,

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



Christian Boyd, CSO- Airport Police Department;
with Jeff Nawrocki, MAC Asst. Director, Facilities

★ Customer compliment:

My wife and I embarked on our “trip of a lifetime” intending to spend 3 weeks in Australia with our daughter. At the United Airlines check in, we were informed we lacked visas, at approximately 90 minutes prior to take off. Officer Boyd was supportive in every way, offering constructive direction for my wife to apply for visas on her laptop, checking back to inquire if more help was required. Officer Boyd repeatedly checked back if we needed more help, seeming each time to reduce our impetus towards frenzy! I received a visa confirmation at the UAL desk at about 5:30pm for the 5:50 flight and we decided I would go. My wife was cleared to board at about 5:40pm. We made it!

The vacation went superbly. The customer service we encountered at most airports was good, but Officer Boyd, specifically is to be commended for the accuracy of his advice and supportive demeanor.

Thank you, Brent A. Betterley