

mspnice award

July 31st, 2015

Greetings Managers,

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



Linda Turner, MAC Facilities Supervisor,
with Josh Luinstra, MAC Airport Police Department

Customer compliment:

I am sending you this email to recognize Detective Josh Luinstra for his excellent work in recovering my lost iPhone. I lost the phone on a flight from Detroit to Cincinnati, and it ended up at the Minneapolis airport. I was incredibly upset when I realized I lost my phone because it contains over a thousand photos and videos of my young daughter and 2 family vacations that I had not backed up on my computer. When I was connected with Detective Luinstra, I must admit, my expectations were low. Having never worked with Airport Police before, I thought that my name would be put on a list with a thousand other names; he would politely promise to contact me if they found my property, and that would be the end of it. I couldn't have been more wrong.

Det. Luinstra asked me many questions and took down all of the details of my case. He was very knowledgeable with Apple's technology and even gave me advice on how to put my phone in lost mode, etc. He was accessible at all hours of the day via phone and email, promptly responded to every message I sent him, and proactively communicated status with me. He took my case very seriously and went above and beyond to recover my phone. I was truly amazed and shocked to learn that he actually found it! I'm so glad to have worked with Detective Luinstra and very grateful to the well-trained Minneapolis Airport Police.

Best regards, Jessica Todd