

mspnice award

April 17th, 2015

Greetings Managers,

One of your employees, Officer Kristina Taylor, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Kristina for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Kristina!



Kristina Taylor, MAC Airport Police Department,
with Patrick Hogan, MAC Director of Public Affairs and Marketing

Customer compliments:

I wanted to share my sincerest thanks and gratitude for your amazing airport police force, specifically Officer Taylor. My purse was stolen on the afternoon of Tuesday, March 24th and Officer Taylor's pursuit of the thief, in collaboration with Tim, who provided video support, was exceptional. She was quick, resourceful, and clearly communicated with me throughout, and after the event. Her thoroughness and collaboration with the Delta airline staff and her counterparts in St. Louis resulted in both the apprehension of the thief, by the police at the St. Louis airport, and the recovery of my purse in the E Concourse. I had assumed all my belongings were gone, and to have them both returned is remarkable. She is an asset to your staff, the airport, and the millions of travelers you serve annually. Please share my gratitude and thanks with Officer Taylor on a job well done.

With kindest regards, Alex Laurelli