

# mspnice award

June 8<sup>th</sup>, 2015

Greetings Managers,

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



Lauryn Morris, MAC CSO, with Jeff Nawrocki, MAC Assistant Director, Facilities

## Customer compliment:

I wanted to take a moment to commend two of your CSO officers, Badge #'s 224 and #222, who recently assisted me with getting my mother off to Las Vegas. We rolled up late from our little town of Plainview and worried we would not make her flight. My mom suffers from severe RA and Osteo, and frankly we are lucky she can still walk at all!! She couldn't bring her walker because she was traveling alone and would not be able to deal with her bags on her own. We tried to call ahead to Spirit Airlines to get some help with check in, escort, wheel chair etc., but because we were running late, we were having trouble getting everything to go smooth. Of course I can't just leave the car unattended and go to check in with her. I didn't have time to park and walk in with her, not to mention it will hurt her to walk even from the ramp, and then to check in etc.. This is where officers #222 and #224 come in. They pulled away from their duties on the check in to help my mother! No questions asked; just genuine compassion. They called Spirit and got a wheel chair coming, but the clock was ticking. Both of these officers adapted to get my mother where she needed to be. They borrowed a wheel chair from another airline that was close, and one pushed her while the other escorted her bags.

I have been a cop for over 20 years and know when I run across a good officer! You should be proud of them and make it known to your entire agency! They went above and beyond even though the entire situation was due to our poor planning!

Tell them thanks from a fellow brother in blue!!

*Kevin Kuhlemeier #703, Plainview Police Department*