

mspnice award

February 5th, 2016

Greetings Managers,

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



Officer Bill Hammes, and Deputy Chief Matt Christenson, Airport Police Department

Customer compliment:

I was stopped while going through Security, because my carry-on did not clear the X-ray process. Much to my surprise, I had forgotten to remove a handgun that was in a zippered section of the carry-on from a road trip I had taken a few months earlier. Unaware as to what was going to happen next, other than my handgun would probably be confiscated, because as a seventy-nine year old that has never been arrested or even never had a traffic ticket, I was surprised when Officer Hammes informed me that I was under arrest and would have to be taken to the Main terminal to be booked. As my wife of fifty-five years started to accompany me, Officer Hammes had to tell her she could not come with me. He did so in a very calm and professional manner. Although she was somewhat panicky at the thought of being left alone and not knowing where to go or what to do next, Officer Hammes patiently explained to her that she could wait at her flight gate and he would keep her updated on my situation. This sincere act of concern and understanding calmed her and was very much appreciated. As to me and my blunder, I was taken to the Main terminal, interrogated, fingerprinted, and booked. I was treated appropriately by all officers involved and was impressed with how efficient and competent they were in executing their duties. Fortunately for me, they determined I was not a threat (but probably just an absent minded old geezer) and in fact hurried me back to the Humphrey terminal so I could make my flight. Officer Hammes did indeed keep my wife abreast of my situation, which was very comforting to her and for which we will forever be grateful. I feel that Officer Hammes exemplifies the best qualities of a police officer, both procedurally and behaviorally, and should be used as a role model for new officers. Finally, I was reassured that our law and order system of justice works extremely well when executed dedicated and competent people, as was the case in my situation.

Bernard Derubeis