

mspnice award

December 13th, 2019

Greetings Managers,

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



Officer Brett Pertler with Sergeant John Christenson, Airport Police Department

Customer compliment:

I am sending this message from Sanibel Island, Florida, thanks to the efforts of Officer Brett Pertler and Officer Roby Desubijana and the rest of the security team at MSP. I had my wallet taken during our check in screening process on Monday morning and I was certain my vacation plans had come to a screeching halt. But, in less than 1 (stress-filled) hour, they had determined a suspect, tracked them down, and retrieved my wallet with all contents still intact and we were back on our way. How you guys can do that in a facility that large and with that many people coming and going is something I find very impressive.

So again, a big shout out to the team and many, many thanks. Keep up the good work!

*Dan Coombes
Brookings SD*