

mspnice award

March 2nd, 2022

Greetings Managers,

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

Customer compliment:

I left MSP on Wednesday to fly back to Florida. It was a day of firsts- first Uber ride, first time I had to switch to a later flight giving me lots of time at the airport. I went in several stores then sat for lunch when I realized I didn't have my phone. I retraced my steps to every store I had entered, went to TSA, and finally went to the information desk. All my phone numbers are in my contacts so I only had one that I remembered. I thought of all the things on my phone- boarding pass, etc. Officer Mike Seelig came by and offered to help. He spent an incredible amount of time helping me track down my phone. It turns out it fell out of my bag during my Uber ride and the driver dropped it off at the Delta counter.

Aside from the unbelievable customer service that I received, I want someone to do an article on the value of the MAC police. I knew a police force existed out there but beyond getting unruly passengers off planes and typical police matters, it would not have occurred to me to seek out police assistance for something minor in the scheme of things but huge to me.

I'm old, and the older I get makes me so appreciate when others go out of their way to help.