

mspnice award

March 11th, 2016

Greetings Managers,

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



Officer Scott Rodine; with Lieutenant Justin Malone, Airport Police Department

Customer compliment:

I wanted to comment on how an officer treated a woman who was intoxicated tonight, and not allowed to board a plane. My comment is about the one officer (Scott Rodine) who had the most interaction with the lady. I want to say that he has to be the nicest and most patient officer (and man for that matter). He handles this woman with such class and respect. He had the patience of a saint to remain calm and try to get through to her. He offered her options given her situation, but she wasn't very rational at the time. I wanted to recognize his kindness and patience. I know that his understanding is what kept the situation (and her) under control. I never log on to make comments that are none of my business, but I wanted to say that he is a really good example of protecting and serving!!

Regards, Jeanette Gable