

mspnice award

November 23rd, 2015

Greetings Managers,

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



Lieutenant Justin Malone, with Officer Tim Workman; Airport Police Department

Customer compliment:

I just wanted to thank one of your officers, Officer Tim Workman. I was driving to work this morning on the service road off Hwy 77 and I had just turned onto the road that goes up to 28th street/494 overpass when I saw a police car with its lights on coming in the opposite direction. It wasn't going fast and didn't have the siren going, but then I realized that a semi-truck was on my side of the road going the wrong way. Since this is a winding road, it was impossible to tell that the truck was on my side until the road straightened out. I stopped my car and the truck went around me.

If it had not been for that police car's lights, the driver going the wrong way might very well have crashed into my car head-on.

I said a thank you prayer at the time (two of them, actually), but wanted to say thank you very much to the officer who saw this truck was a problem and acted on it – and potentially saved my life!

Excellent! THANK YOU!

Lynn Roverud