

mspnice award

November 9th, 2021

Greetings Managers,

One of your employees, Officer Traci Hanson, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Officer Hanson for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Hanson!

Customer compliment:

I am sure it is very rare you receive compliments for security police at the airport, but I wanted to take the time to let you know that Traci Hanson went above and beyond to help me find my husband's wallet which we thought he left at security. She took the time to help me look through the airport at lost and found. When we couldn't find it, she took my email address, reached out to me to let me know that she and TSA would look through the TSA tapes to find my husband on tape and see what happened to his wallet. She and TSA saw on tape that he mistakenly put his wallet on his C-Pac bag and later when I told him where it was, he found it.

I can't tell you how much I appreciated the extra effort Traci exhibited to help determine where this wallet ended up. She represents the best of your police, and you need to know that her effort is truly appreciated by a traveler in Minneapolis. As a 15-year Delta Diamond traveler I feel safer because of people like her working at the airport.