

mspnice award

November 23rd, 2015

Greetings Managers,

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



Srgt. Sean Hoerd, Airport Police Department; Amanda Greene Guentzel, MAC Public Affairs & Mktg; Officer Jennifer Hobbs, Officer Jeff Trevino, and Officer Craig Lindman, Airport Police Department

★ Customer compliment:

I was a passenger awaiting a flight to Chicago last night at gate H9 when the man went into Cardiac Arrest. Your police and firemen are to be praised for the quick professional work they did on this man. I don't know if he lived or passed but they along with a little public assistance did a great job. God bless them all.

*Earl Leschinski
St. Charles, Illinois*