

# mspnice award

January 24<sup>th</sup>, 2022

Greetings Managers,

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

## **Customer compliment:**

Because I was on the MAC (representing Minneapolis from about 1999-2001) I have a special interest in what happens at MSP. On December 23, my wife was picking up her sister, incoming from Boston, and as they were driving home, her sister's computer started telling her that her iPhone was missing and was located on the street just at the pick-up area. My wife called the MSP nonemergency number, and it was answered immediately by a very helpful person who referred her to the police operator. The particular officer, Tristan Wilson, who had picked up the phone on the street in the arrival area, had brought it over to lost and found within 10 minutes after my sister-in-law had lost it on the street. The women went back to the airport immediately and it was there in lost and found. A minor crisis was thus averted thanks to good organization and great attitude of the people who helped. Many thanks and Happy New Year!