

mspnice award

January 14th, 2019

Greetings Managers,

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

Customer compliment:

Mr. Craig Larsen called wanting to commend Officer Noel Nelson for his work on a call. Mr. Larsen had called earlier in the day because he had been working to assist a special needs adult to get home for Christmas. Mr. Larsen said that he had arranged for a shuttle service to get the adult to the airport, but from there the plan fell apart. Mr. Larsen spoke with Noel and Noel immediately got to work trying to track down the passenger. Mr. Larsen said that he was concerned because the passenger does not read or write, and he did not think the passenger could navigate the airport on their own.

After some investigation and searching, Noel located the passenger and called Mr. Larsen back. Mr. Larsen was extremely impressed with how fast Noel work and also that he called back while standing next to the passenger. Mr. Larsen said that Nelson went far above and beyond to help in this situation and he wanted to make sure that Noel was recognized.