

# mspnice award

September 20<sup>th</sup>, 2021

Greetings Managers,

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

### **Customer compliment:**

I travelled through TSA in MSP and wanted to share my experience. Officer Keenan Williams was assigned to inspect the contents of my bag after the screener saw something they wanted a closer look at. Officer Williams greeted me with a smile (*yes, he had his mask on but you can tell even when wearing a mask if someone is smiling by the way their eyes crinkle up*) and plainly stated he needed a closer look. He took care when unpacking my suitcase to not mess up my clothes and gingerly removed the items in question (a box of salt). He informed me he needed to do a test on it and once the salt passed the test, he placed it back in my suitcase where it had been packed and ensured all my clothes were in their proper spot and still folded neatly. Prior to the pandemic I flew several times a month and sadly when having had a secondary screening it was not always so pleasant. I always have chalked it up to an agent having a tough day and tried to not let it upset me. After this experience that point of view might be hard to have- since really it only takes a smile. So please pass on my thanks to Officer Keenan Williams. Please ensure that he knows his smile and graciousness were noticed and appreciated.