

mspnice award

March 23, 2021

Greetings Managers,

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

Customer compliment:

Today my son was removed from a flight because they thought he was drunk. Unfortunately, it was a drug interaction with his anti-anxiety medication. I wanted to thank your Officer Wingate for treating him with respect and concern. He was very pleasant to deal with during a tough time and communicated very well. My son is ok. I am not looking forward to the ambulance bill but understand that he was taking the cautious route. I am sure that my son has learned that having a couple drinks to calm your anxiety is not the answer when your medication says to not be used with alcohol. It was a hard lesson, but I am glad that Officer Wingate was cautious because it could have been worse if he had let him fly in that condition. Thank him for not making a bad situation worse and for communicating well with me.