

mspnice award

April 28th, 2022

Greetings Managers,

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

Customer compliment:

I was at gate H5 at Terminal 2 and there was a very intoxicated man passed out. The police came to assist him and I just wanted to say how great they were with him! Officer Anthony Arnold did a fantastic job with this person and was so calm and conversational with this guy. This situation could have easily escalated, but the policeman was so good. Just wanted to share!