

mspnice award

December 1st, 2022

Greetings Managers,

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

Customer compliment:

I was flying out to Las Vegas on Tuesday. I accidentally dropped my driver's license as I left security. I ran into Officer Lorne Rosand. He greeted me with a smile and was eager to help me. He talked with TSA and we exchanged contact information. My ID was turned into the info desk outside TSA, but I know Officer Rosand would have kept looking until my flight departed. He is a perfect example of great law enforcement and wanted to pass along this positive interaction.

Thanks,
Max Redfearn