

mspnice award

April 28th, 2022

Greetings Managers,

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

Customer compliment:

My 68 year old mother was traveling and she has started to have some memory problems as she's gotten older, but she seemed ok to fly by herself. She was on her way home when she had a layover at MSP. Everything was going fine until she got on the airplane and a flight attendant asked her to put her mask on. My mother has always been the sweetest, kindest person, but as her memory has gotten worse, she has started to become argumentative. Unfortunately, she was not very nice to the flight attendant, she did not put her mask on as instructed and was escorted off the plane. As you can imagine, this became very difficult situation for my mother, and now our family. My elderly mother is stranded more than 10 hours away from anyone she knows at 11 pm at night! Our family began to scramble to figure out what to do. There were no other flights that she could take. We called airport security and spoke with someone on the phone who used the camera system to locate my mother. Then they sent an officer to check on my mother, who at this time was completely beside herself. Officer Case was so kind and compassionate to my mother. He treated her with respect and dignity, even though she had just been removed from the plane. I spoke with him on the phone and explained the situation. I told him that I had reserved a hotel room for her and asked if he could help get her to ground transportation and to the shuttle to the hotel. He assessed the situation quickly and told me he did not feel comfortable simply getting her on a shuttle, that she was too upset and disheveled and that he would drive her to her hotel himself - and that is exactly what he did. He drove my mother to her hotel, he got her checked-in at the desk, he explained the situation to the hotel staff, and he made sure she got to her room.

I can only begin to tell you how thankful I am as well as my whole family. This officer went so far above and beyond that I can still hardly believe it happened. My dad and I drove all night long from Indiana to get my mother, and since your officer helped my mother, we didn't have to worry about her, we just had to get to the hotel and we knew she would be fine. Please thank this officer again for our entire family. If there is anything else I can do to thank him, I would be happy to do this. I know that law enforcement gets a bad rap a lot of the time, but it is officers like this gentleman who are making a positive difference in the world.