

mspnice award

December 1st, 2022

Greetings Managers,

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

Customer compliment:

I wanted to leave some kudos for one of your officers.

Officer Workman helped us above and beyond with our elderly uncle who was supposed to be on a plane yesterday but lost his ID at the terminal. He did miss his flight (*nobody at the airport's fault but his own*

😊), but long story short, somebody turned it in, and eventually my uncle got his ID back.

Officer Workman was great; he followed up and called me with updates.

I wanted to give a little pat on the back to him, he was very professional, and we were so grateful for him.