

mspnice award

July 7th, 2022

Greetings Managers,

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



Paul Hemann, TSA

Customer compliments:

Today I was assisted thru TSA screening at MSP by TSA Officer Paul Hemann. His help and support were priceless to me as I returned home from the Mayo Clinic with IV medication, syringes, saline bags, etc. Officer Hemann's calm demeanor helped me remain relaxed and stress free. The TSA Cares program is priceless for people like me with complicated medical history and treatments. I will definitely be asking for Officer Hermann again in a few weeks. TSA Cares is building a foundation where officers and handicapped flyers can build a relationship of trust allowing a seamless process.