

mspnice award

January 20th, 2023

Greetings Managers,

One of your employees, Officer Traci Hanson, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Officer Hanson for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 to Officer Hanson!!

Customer compliments:

I want to bring to your attention of one of your best, she is Officer Traci Hanson. Officer Hanson assistance to me on November 13 2022, after a bad deal with Delta Airline.

As I found myself with 2 checked bags that a Delta agent in Duluth claimed Delta could not forward my check bags to Alaska Air.

I had taken my wife of 52 years to the Alaska departure gate and then went to get my bags. Which I did.

When I arrived at the Alaska check in, I found that they would not be open for 3 hours.

Not a happy Camper....

Along comes Officer Hanson, she inquired as to my problem. I explained my situation and she invited me to a table and asked what I had in my bags. We went through them and stated I could go to the USO. Being retired Army, I said yes.

It then that she took me under her wings.... yes she was an Angel to me! She was so awesome as she took me thru the TSA check point with assistance from an officer there with my 2 check bags.

I then made my way to the USO and was also given good assistance there.

I want to make you aware of her wonderful assistance.

*Sincerely,
SGM Larry E. Ward
US Army Retired*