

mspnice award

November 24th, 2020

Greetings Managers,

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



Officer Casey Nus, Airport Police Department

Customer compliment:

My 20-year-old son with autism struck up a conversation with a policewoman, Casey Nus, at the Terminal 1 baggage claim near claim 6 tonight (Oct. 19, 2020).

She was amazingly helpful and so friendly and kind! My son was worried about her large gun, but she put him at ease and had a great conversation with him. My son ended by saying "I hope I see you again here some time. I'd like to keep in touch."

Please thank her for her kindness and for all she does to keep us protected and safe. We appreciate her and all that the police do for us!

*Sincerely,
Shyla Allard*