

mspnice award

September 30, 2013

Greetings Managers,

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



Les Ellesson, MAC, Assistant Manager, Facilities with Officer Scott Bissen

Customer compliment:

I want to personally commend Scott Bissen, MSP airport Police #314, for his gracious and unforgettable support. I flew into town from Albuquerque, NM and headed to the Hiawatha Line of your metro system to go to the Minnesota Twins game, my first in 25 years. As I walked toward the stadium, my phone rings and its Scott. Someone had turned in my wallet, which I had apparently dropped while getting on the train. Scott then committed to meet me at the escalator above the Airport Metro stop after I made the immediate return trek. He met me and graciously made the handoff. Thank you to Scott and the MSP Airport Police.

-Paul R. Ford