

mspnice award

November 3rd, 2016

Greetings Managers,

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



Lieutenant Justin Malone, and Nathan Swing, CSO, Airport Police Department

Customer compliment:

I just wanted to bring to your attention the great service my husband Greg received on the evening of October 1 from CSO Nathan Swing. I am a retired police officer from the St. Paul Police Department. I was attending the C.O.P.S. Co-Workers conference in Potosi, MO that week-end. I had mistakenly booked my return flight on Southwest for Saturday evening. I had meant to book it for Monday evening. The conference is located near Lake of the Ozarks where the internet and phone service is very sporadic. I was unaware I had made this mistake and my husband was at the airport waiting to pick me up. He was unable to reach me. You can imagine what he must have been going through when he did not see me get off the plane and did not see my luggage arrive either, and was unable to reach me. In the haste to get out the door for this trip (It is a conference for cops who have lost co-workers in the line of duty), I had forgotten to leave the paperwork behind so he knew where I was staying. I had mistakenly taken it all with me! The death of my co-workers who had been shot in the line of duty was the only thing on my mind when I left.

My husband approached Southwest and they would not provide him with any information as to whether I had ever gotten on the flight. This is when CSO Nathan Swing had been standing near by as I understand it. He stepped in and was able to navigate the situation and get the necessary information from Southwest. He did a great job in his interactions with my husband and was able to reassure him with his professional and compassionate demeanor. He did eventually locate me in Potosi, I am happy to report!

Thanks again for hiring this quality guy, and for the great service. My husband was sure he was a cop with the way he conducted himself and was surprised to find out he was only a CSO!

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