

mspnice award

August 31st, 2016

Greetings Managers,

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

Our thanks go out to his 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 Dave!



Sergeant Dave Satre, with Officer Dave Rudolph, Airport Police Department

Customer compliment:

11 year-old Leslie Weatherspoon, of Virginia, was visiting family, and was found by her cousin at the bottom of the pool. Leslie was rescued by a maintenance worker at the apartment complex and rushed to the hospital. Hopkins police officer Jessica Thomas was first on the scene and called the girl's mother, and worked along with APD and Sun Country Airlines to arrange a comped flight to Minnesota, to get to her daughter. Leslie spent ten days in the hospital, and is now fully recovered and declared "a miracle child".

I cannot thank you enough for all of your help getting the mother of the near drowning victim to Minnesota on 8/9/16. Thank you for being the "Go Between", between Sun Country and myself. I have been in contact with the mother several times and each time she says "thank you" for everything everyone did for her.

Thanks Again,

Jessica Thomas, Hopkins Police Department