

mspnice award

December 7th, 2016

Greetings Managers,

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



Lieutenant Justin Malone, and Officer Scott Mattingly, Airport Police Department

Customer compliment:

I know in today's environment many are critical of our police officers – and it's not as common for the general public to show our appreciation. My wife Cindy and I would like to commend Officer Mattingly on your MSP Airport detail for going way above the call of duty last night! We were on a fairly tight transfer from Denver to Bloomington and in our haste, my wife left her brand new CPAP machine on the tram as we transferred from Terminal F to Terminal A. We were oblivious that we had even left it – until officer Mattingly boarded the plane right before takeoff and hand delivered the CPAP machine to us in our seats. He obviously had to make a very concerted effort in a very brief amount of time to ID the owners of the machine, locate our flight, and then deliver the machine to us. We are so appreciative of his efforts – and want to thank him, as well as all of our nation's officers for the little things they do every day that makes our nation such a great nation to live in.

Please forward our thanks to officer Mattingly for the effort he extended last night that went way above the call of duty. If you could please thank him – and have him identify a charity of his choice – we would like to make a Christmas donation in his name (and the MSP Police Department), to thank him for going out of the way!

Rod Schmidt