

mspnice award

June 27th, 2016

Greetings Managers,

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



Lieutenant Justin Malone and Sergeant Sean Hoerd, Airport Police Department

Customer compliment:

Sergeant Hoerd,

The Records Voicemail had a number from Denise (a woman you helped where her partner had passed on the flight). She wanted to know your email address, so I called her to give it to her and she just wanted to thank you from the bottom of her heart, saying how helpful and calm you were. She said "you were the calm in the middle of the hurricane" she just wanted to make sure you got her email. She asked if you did receive it to just send back "received" so she knows you got it. Thank you. Thank you for the work you do!!