

mspnice award

December 6th, 2016

Greetings Managers,

One of your employees, Sean Staum, 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 Officer Sean Staum, Airport Police Department

Customer compliment:

I want to acknowledge one of your members, Officer Sean Staum for going above and beyond his expected job requirements and service to a community member.

I recently flew into MSP after a trip and while waiting for my ride at the baggage claim, I irresponsibly forgot my carry-on backpack that was sitting next to me when my ride came. After the 25 min drive home, and prior to realizing my mistake, I got a call on my phone from Officer Sean letting me know that he found my bag. Rather than forcing me to make the drive back to the airport to pick up my bag, Officer Sean happily offered to deliver it to me personally as he found out my home was actually in close proximity to his.

I am truly impressed by his actions and willingness to go out of his way and lend a helping hand. I was able to stay home and spend more time with my 4 month old son, who I was away from for a long weekend. His service also has made my trust and confidence in the officers that serve our community that much more fulfilled as they truly have our best interests in hand.

Thank you for your service and dedication to our community.

Mike Hildahl. PT. DPT