

# mspnice award

July 13<sup>th</sup>, 2017

Greetings Managers,

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



Liz Grzechowiak, MAC CMAA ; John Harrison, The Chiropractor; and Isabella Rhawie; MAC CMAA

## Customer compliment:

In April of 2016, I began experiencing back pain in the lower lumbar area of my back. At the time I didn't think it was a serious condition as I have never had back issues previously. That said, I continued my normal travel schedule which typically includes a connection through MSP. With my weekly travel schedule, I noticed the pain became more frequent and worse. A few weeks later in early May, a representative from the Delta Sky Club suggested I visit with Dr. Harrison to assess my condition. The representative indicated that several club members have used Dr. Harrison as well as club employees with very positive results. During my initial consultation, prior to any chiropractic work, Dr. Harrison asked me a series of pertinent questions to ascertain my current condition before suggesting any treatment. I disclosed that the pain was more frequent, more intense and lasted longer. I also mentioned that I was just beginning to experience some numbness below my waist line. Once this was disclosed, Dr. Harrison immediately indicated this was a very serious issue and not only mentioned there was nothing he could personally do, but insisted I contact my personal physician immediately! The following day, I met with my physician and he also agreed this was a serious issue and immediately scheduled an MRI for me the same day with a spine specialist. Results of the MRI were not good. I had a 9mm cyst on my spinal cord, restricting the spinal fluid from normal flow to the point of > 95% restriction. Needless to say, within days I approved for the medical procedure and a neurosurgeon successfully removed the cyst. The results were immediate. After two months of recovery I was traveling again and couldn't wait to see Dr. Harrison again and thank him for his professional service. If it had it not been for Dr. Harrison's on site MSP clinic, his diagnosis and immediate care for my wellbeing, I may have had irreversible damage to my lower body and have some degree of paralyzation. My family and I owe Dr. Harrison a huge debt of gratitude for his professionalism, diagnosis and care. We will be forever grateful for his services.

*Best Regards, Jonathan Engels*