

mspnice award

October 2nd, 2017

Greetings Managers,

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



Officer Buu Vu and Lieutenant Justin Malone, Airport Police Department

★ Customer compliment:

On Friday, September 17th my wife and I arrived at MSP Airport. We are very elderly, unfamiliar with the airport and had to get to the International Hotel in St. Paul. Officer Vu graciously assisted us in calling several locations to find out where our “pick up” personnel were, to no avail! He then escorted us and directed us to the shuttle of the hotel. He really went out of his way to assist us. We wish to thank him and the Airport Police Department for the excellent service you provided.

Sincerely, TK and Jean Wills