

mspnice award

November 6th, 2017

Greetings Managers,

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



Lieutenant Justin Malone and Officer Chris Moen, Airport Police Department

Customer compliment:

I would like to thank and recognize Officer Moen who assisted me when Southwest Flight 509, which departed Baltimore International at 8:25 am bound for Minneapolis Airport on September 15th, 2017. My husband experienced a medical emergency while in flight and upon landing, an emergency EMT crew immediately responded and took my husband to the hospital. Officer Moen assisted me with a print out of directions to the hospital, helped me get my luggage and get to the rental car agency.

The following Wednesday when I returned the rental car and needed assistance to get from one terminal to the other, Officer Moen again came to my rescue and pointed me in the correct direction.

Officer Moen is a credit to his department. Please recognized him for his service. He is the best.

Sincerely, Linda Morton