

mspnice award

October 25th, 2017

Greetings Managers,

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



Lieutenant Justin Malone and Officer Dick Radintz, Airport Police Department

Customer compliment:

On October 8, 2017 I suffered a fall on the moving walkway between the Orange parking ramp and the Humphrey Terminal at MSP. I am handicapped for walking and my feet became entangled. Officer D. Radintz responded to a passerby's call for help. I believe he went far beyond his legal duty to assess for an injury. He retrieved a wheelchair and transported me to the shuttle area across from the extreme west end of the terminal, found the correct Rochester shuttle and remained with me until the shuttle arrived. I want to express my gratitude for his help.

Sincerely, Terrence Horrigan MD