

mspnice award

September 27th, 2017

Greetings Managers,

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



Officer Doug Forsman and Lieutenant Kelly McKenzie, Airport Police Department

Customer compliment:

I would like to commend Officer Doug Forsman who assisted me on August 12th, 2017 when I was helplessly lost in the airport. He was patient with a near frantic woman who had spent the last hour going from place to place to try and find her hotel pickup point. Officer Forsman made some phone calls and helped me find the correct pickup point. The associate from American Steamboat Lines who was to pick me up, failed to meet me outside baggage claim and I was sent by airport personal all around the airport. Many thanks to Officer Forsman.