

mspnice award

March 9th, 2017

Greetings Managers,

One of your employees, Officer Lauryn Morris, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Lauryn for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Lauryn!



Officer Lauryn Morris and Sergeant Bill Stevens, Airport Police Department

Customer compliment:

I would like to thank you and bring to your attention that the level of service, responsiveness, and willingness to help from Lauryn in recovering a high value bag that was absolutely impeccable and nothing short of amazing. After going back and forth with United Airlines all night and morning, having them tell me that they simply did not have my bag nor know where it was, Lauryn came to the rescue. Lauryn's disposition, professionalism, consequence, and genuine willingness to help are all qualities to be recognized and commended. From the minute that Lauryn called me, I felt that there may actually be a chance that I see my bag again. The woman at the United baggage counter in MSP had told me that there are no cameras behind their check-in desk/conveyer belt and simply that my bag was gone, with such a careless tone. Lauryn told me otherwise and that you have a very good camera team. She asked me several questions and told me that she would come back to me shortly.

15 minutes later, Lauryn had recovered my bag! United had "just" found the bag when Lauryn showed up. United said that it was at Delta with a United bag tag on it. Not sure how that happens... In looking back at this, I am really not sure that my bag would have showed up again had Lauryn not been so responsive, consequent, and meticulous.

You should be very proud to have such an outstanding officer as Lauryn on your force. I will definitely feel comfortable and safe flying into or through MSP, knowing the high caliber of your airport police force. I really hope that you recognize Lauryn for going above and beyond for me at MSP, keeping your airport safe, and once again thank you and her very much.

*Best Regards,
Alex Petalas*