

mspnice award

April 12th, 2017

Greetings Managers,

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



Brian Rindels, Patrol Sergeant, and Officer Patrick Reckinger, Airport Police Department

★ Customer compliment:

I wanted to take a moment to express my gratitude to your team, especially Patrick Reckinger. I landed at MSP at 11:40 last night and it had been a very long day of traveling. I misplaced my wallet on the restroom and was already on the shuttle to my hotel before I realized it. You don't realize how lost you are when you have no ID or money! The shuttle driver wouldn't drive me back so I searched online until I found a number. Your team went above and beyond for something that was outside of their job duties. That kindness isn't often seen in this world. Thank you to everyone working!