

mspnice award

November 6th, 2017

Greetings Managers,

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



Lieutenant Justin Malone and Officer Traci Hanson; Airport Police Department

Customer compliment:

I received a phone call from a female that stated that Officer Traci Hanson assisted her elderly parents that do not speak English. The female said that her parents were confused about the ticketing process and Officer Hanson was kind and assisted them throughout the process. The daughter said that Officer Hanson is an “AMAZING LADY” and that we should be proud to have her as an Officer with our department.