

mspnice award

July 26th, 2017

Greetings Managers,

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



Lieutenant Justin Malone, and Sergeant Brian Rindels, Airport Police Department

Customer compliment:

I received a call from Stephanie Hall and she wished to pass on accommodations for how she was treated by Sgt. Rindels during a very stressful situation while passing through the Lindbergh terminal.

Friday June 16, 2017, Hall flew into MSP. Hall prearranged transportation so that a ride was here when she arrived. Her ride was not here so she called the transportation company and was told where to meet the driver but he never showed up. She contacted the company again and was told she was in the wrong location and needed to move to another location.

Hall is blind and was already challenged when being in an unfamiliar facility. Hall became frustrated and was the verge of crying because she did not know how to get to the location to be picked up. Sgt. Rindels and TCA Tahiro # 202 noticed her distress and offered to help her. Hall said Sgt. Rindels was very accommodating and escorted her to the correct location and he stayed with her until her ride came. Hall is appreciative of the care Sgt. Rindels and TCA Tahiro provided her and wanted them recognized for their kindness.