

mspnice award

July 31st, 2017

Greetings Managers,

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



Lieutenant Justin Malone, with Sergeant Scott Morrison, Airport Police Department

Customer compliment:

Because I am a huge believer in “happy-grams”, I just wanted to drop a quick note to let you know how much I appreciate Sergeant Morrison!

I have been working with a 17 year old who has been in foster care for 6 years. This young man decided he wanted to take an unauthorized trip to Colorado. Colorado picked him up as a runaway and sent him back to Minnesota on an 8pm flight. Everything that could go wrong with getting this kid back to Minnesota, did. Sergeant Morrison was so understanding when we explained the circumstance to him. He met this youth at the terminal and had an Officer meet a Wabasha County Deputy in Hastings to complete the transport. Sergeant Morrison was so kind, patient, reassuring and positive when I was about ready curl up in a corner and cry!

So, in a world that is full of tears, frustration and heartache, there are people like Sergeant Morrison that **TOTALLY SAVE THE DAY!** I appreciate him and all the work you all do!

Heidi Young, LSW