

mspnice award

December 11th, 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!



Sergeant Mark Ledbetter and Officer Traci Hanson, Airport Police Department

Customer compliment:

A special shout out to Officer Traci Hanson. When I was lucky enough to find Officer Hanson at the MSP airport I was distraught after looking for my lost cell phone and being unable to locate it. She not only calmed me but personally walked me over to Lost and Found. When we found it was closed (Sunday) she guided me through the process of the next steps I should take once I got back home to Providence R I. I followed her directions but no one had found the phone. She took it upon herself to call me the next day and doggedly pursued the issue.

I knew the phone was still in the airport and the ping indicated it might be at the rental agency. Officer Hanson went to the agency and found the phone there. I cannot begin to express the gratitude I felt at Officer Hanson dedication to service and her willingness to go the extra mile for me. She is an extraordinary individual and a credit to the office she holds. Because of her efforts MSP will always have a warm place in my heart. I know the world is full of good people and Officer Hanson exemplifies that belief.

Thanks again to Officer Hanson for her Herculean efforts!

Marie King, Providence R I