

mspnice award

October 8th, 2018

Greetings Managers,

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



Officer Scott Bissen, Officer Brett Pertler, and Lieutenant Dave Karsnia, Airport Police Department

Customer compliment:

I went through TSA and put my bag on the belt for screening. I was then screened in the body scanning machine, came out, and my bag was gone- I told the TSA Agent "it has to be stolen" and they called the police. Officer Scott Bissen came to me and the TSA agent. He said "I need your driver's license so I can take a photo of it" then also took a photo of me. Scott sent the photos to somebody else in the airport. Officer Brett Pertler then arrived, they talked and said they will find my bag. It was approximately 8:40am and my flight was taking off at 9:00am. I made the decision to take the flight to go home to Phoenix, I didn't feel good about the recovery of my bag. I told the TSA agent I was going to my flight if Officer Bissen came back. She had me write my name, flight number and phone number. My bag had my phone, wallet, money clip, house keys, car keys, iPad, Bose headset and other items. I headed to my gate G-13 and the Delta agent asked if I wanted to take a later flight but I said no, as the odds of getting my bag back were slim. The agent then said "I have an idea, Let's go to the main concourse and call the Police Department to see if they have your bag". We went out there, and as he called at the same time he did this, I looked up the concourse and saw a mobile cart coming at us a mile a minute. The cart pulled up and a policeman in the back said to be "Bob is this your bag?" as he held it up. I was in shock and disbelief. I can't believe this- they found the bag. I said thanks and thanks again, you guys are great. I went back to the gate and hurried down the runway. As I sat in my seat, my cell phone ringing. It was Officer Scott Bissen calling, asking if I got my bag. I said yes, thanks a million- I couldn't believe it! You can't understand how grateful I am for the work, time, dedication and diligence and effort made, that Office Scott Bissen and Officer Brett Pertler did for me.

Bob Woodward