

mspnice award

May 14th, 2018

Greetings Managers,

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



Officer Lauryn Morris, Airport Police Department, and Lieutenant Kelly McKenzie, Airport Police Department

Customer compliment:

I wanted to send a special thank you to your officer, Lauryn Morris and Detective Tom Yost. A few weeks ago I reached out to your department for assistance with a wallet that had fallen out of my bag during a flight from Salt Lake to St. Paul. Delta acknowledged they found it but I couldn't get a response from anyone on how to get it back or if I would ever get it back. Officer Morris was given the information and she immediately took action to work with Delta. She frequently kept me informed of her progress and more than anything she actually had empathy for my situation. Eventually she and one of your Detectives, Tom Yost, were able to help Delta track it down. Two weeks later I received my wallet via Fed Ex. Without assistance, I'm not sure if I would have ever gotten it back. I can't express enough gratitude for their help and showing so much care.

Thanks again, *Brenda Stein*