

# mspnice award

November 26<sup>th</sup>, 2018

Greetings Managers,

One of your employees, Officer Scott Bissen, 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!



Officer Scott Bissen, Airport Police Department

## Customer compliment:

I had purchased a snow globe for my 9-year old niece. I did not check luggage as we were only in MN for a couple days. I had the snow globe in a bag and when I went through security, I was told that because it had water in it, that I would not be able to take it on the plane. TSA offered me the option of going back to the check-in desk and check my luggage but the box was too large for my small suitcase and I did not want to take a chance on missing my return flight to RDU. I was not upset but more disappointed that I would not be able to give the gift to my niece. As I was working with the TSA person, who by the way was super nice, Scott walked over and said that he had overheard my conversation and that if I could get in touch with someone local, he would personally meet them outside and would give it to them to ship to me. I contacted another MN co-worker who had just dropped us off and she said she would come back to the airport. Scott got on the phone with her, told her where he would be standing, took her phone number and also told her that if anyone asked her to move from the airport drop off area, to tell them that she was waiting on him. My co-worker called to confirm that she had met Scott and that she had the snow globe in her possession. I also received an e-mail from Scott confirming that he had given it to Denise. Evidently this is not the first time that Scott has done a Random Act of Kindness.

I cannot begin to thank him enough for what he did. It may seem like it was a small gesture to some but I personally feel like it was a huge gesture. It will make one 9-year old very happy and her great-aunt as well. Our world needs more people in it like him. I know Scott had higher priority items to take care of but I will never forget his kindness! He is for sure a special person to have done this.

So KUDOS to Scott and the TSA folks. Keep up the good work!