

mspnice award

June 27, 2019

Greetings Managers,

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



Dave Graham, Part-Time Officer with Sergeant John Christenson, MAC APD

Customer compliment:

I don't often write reviews but I would be ungrateful if I didn't thank one of the wonderful employees who helped us yesterday, Tuesday, May 21, 2019. We flew out of Minneapolis-St. Paul international Airport yesterday morning.

We had a 6:50 am flight and arrived to return our rental car at 5:20. When we entered Terminal 1 we were shocked to see the security lines running both directions down the center of the terminal. One line had even doubled back on itself. I have never seen such long lines at any airport! (I hope it was due to bad weather the past few days and the need to reschedule people who missed flights but the security line would have taken at least 1 1/2 hours to get through). My husband and I have pre-check but my elderly parents (early to late 80's) did not, so he went through to our gate to make sure he could catch the flight for work while I stayed in the security line to help them. The line was moving very slowly and I became concerned that we might be in the wrong line.

I asked a security officer near me if indeed I was headed in the right direction and expressed my concern that we would miss our flight. He said I was in the correct line and asked if I possibly had pre-check. I explained that I did but my parents did not and that I needed to stay to help them through security and on the flight. He kindly had us follow him to another line where we were able to get through security as our flight was continuing the boarding process. We were able to grab a courtesy cart, as our gate was a long walk from the security checkpoint. We arrived at our gate just as boarding was finishing. I am so grateful to D. Graham for his help and would give him 10 stars if that were possible. I hope the Minneapolis -Saint Paul airport knows what a wonderful employee they have in him. He is the kind of person I would definitely want to work with and employ! Without his help I would have given my experience 1 star.

Thanks again!
Christine Jensen