# msp nice award

May 29, 2019

Greetings Managers,

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



Jim Morrow, Part-Time Officer with Sergeant John Christenson, MAC APD

## Customer compliment:

Last Friday, April 26th, I had a quick layover at MSP. I was traveling from Portland, OR, and was meeting my girlfriend in MSP and connecting to St. Louis. It was early evening, and while waiting for me to arrive, she had accidentally left her bags somewhere in the airport. She wasn't sure where, if it was at Stone Arch restaurant, or in one of the restrooms. She went to security, and found a security officer to help her out. I met up with them, and the officer suggested that we head to our gate, so that we didn't miss our flight. He was very friendly, and quite helpful in making sure that we were ok. After boarding the plane, we were unsure of what our next steps would be when we arrived in St. Louis.

Before the plane was secured and the doors closed, the flight attendant came back to our seat and asked our identity. After confirming, she said that the security officer had showed up, and that he had my girlfriend's bags!! It was nothing short of a miracle. The fact that he had found the bags, brought them all the way to our gate, and made sure that we had them on the plane was an incredibly kind gesture. I asked the flight attendant if she caught the officer's name, and she said that she thought she saw that it was Morrow.

So, I just wanted to send a note of incredible and sincere gratitude to Officer Morrow. He took what could have been a disastrous situation, and salvaged it into an amazing story.

Thanks again, and best wishes,
Scott West