

mspnice award

August 28, 2019

Greetings Managers,

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



Kristina Hansen, Officer – MAC APD, Keith Boser, Sergeant – MAC APD

Customer compliment:

I wanted to thank Jared and Kristina for their patience and assistance on July 28 in helping deal with my very confused 92 year old father. I'm not sure what exactly happened but it seemed to be some sort of PTSD. My father is a veteran and served in WWII, Korea, and Vietnam. He is usually very calm and quiet.

When he refused to get off the plane when we landed because he thought "people are out there with machine guns and I'm not going back to the jungle" your officers treated us with patience and respect. In our current atmosphere where there is so much negativity towards police officers I just wanted to say what a great job they did and to thank them from the bottom of my heart. They were wonderful.

Michele Engh-Wallace