

mspnice award

February 7th, 2019

Greetings Managers,

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



Sergeant Keith Boser and Officer Lori Hodapp, Airport Police Department

Customer compliment:

Hello, I just wanted to give a very thankful shout-out to Lori Hodapp for her amazing job in locating my lost wallet this morning. As prior LEO I know this is a very minor incident and probably a pain to deal with.

She went above and beyond in not only finding it, but following up with us at our gate to get it returned. I know she could have easily pointed me to lost and found and moved on.