

mspnice award

September 17th, 2019

Greetings Managers,

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



Sergeant John Christenson and Officer Lorne Rosand, Airport Police Department

★ Customer compliment:

I wish to thank the Airport Police Department at Terminal 2 for the superb help they gave me in finding my lost iPad. It has all my information in it and I would be lost without it.

In particular, I would like to thank Officer Lorne Rosand for his help. He is a shining example of help. He was calm, reassuring, and extremely helpful.

Thanks!

John Seibel