

# mspnice award

September 23<sup>rd</sup>, 2019

Greetings Managers,

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



Officer Scott Bissen and Sergeant John Christenson, Airport Police Department

## Customer compliments:

I would like to send a Thank You to Officer Bissen for helping me to handle my affairs.

On 7/31/19 Officer Bissen directed me to the mailbox however, my flight had just announced it was going to start boarding and I would not make it back in time so Officer Bissen offered to take my mail (Son's College Tuition) to the mailbox for me. My eyes were big, I broke out into a cold sweat, but I needed it done, I looked around for witnesses and then gave him the envelope. Officer Bissen assured me that he would take care of it and that I had nothing to worry about. I am happy to say, my son received credit for his tuition on time thanks to Officer Bissen. If there's any way I can mail him a thank you card to the airport or his office, I would be most grateful.

Thank you for your assistance in this matter.