

mspnice award

May 6th, 2019

Greetings Managers,

One of your employees, Officer Scott Mattingly, 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 Mattingly, Airport Police Department

Customer compliment:

I would like to express my gratitude to a member of the Airport Police. Officer #94 went well beyond his normal role when he helped locate an item that I had misplaced when I got off my flight from Phoenix last night (3/13). After I had already entered a taxi and was on my way home, I discovered that I no longer had a painting that was done for me by a relative. I had been carrying the picture which was sandwiched between foam board sheets and had my name on the outside. When I stopped walking to answer a phone call, I guess I put the painting down and forgot to pick it up again. I didn't know who to contact, so I thought I would alert the Airport Police in case someone noticed an abandoned package. Your officer was very understanding and called me back to ask a couple more questions. Apparently he went to hunt for the item and found it. He placed it with Lost and Found and I picked it up this morning.

Please extend my thanks and appreciation to him.

Gratefully yours, George Wegner