

# mspnice award

March 5<sup>th</sup>, 2019

Greetings Managers,

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



Lieutenant Kellie McKenzie, and Officer Traci Hanson, Airport Police Department

## Customer compliment:

When I went through TSA Security, my tablet and portfolio were removed from my bag without my knowledge. I honestly didn't realize it until almost an hour and ½ later. I immediately went to the area that I went through and spoke to Jason at the desk with the TSA crew in the back. They were able to look through the videos and determine that my items had been taken by airport staff. They contacted Airport Security and that is when I met Traci Hanson who patiently gathered all my information. Lauryn Morris was the person who actually headed up my situation and brought my belongings back to me.

In reservations, we hear all the nightmare stories of security, but mine was one filled with heroes that have compassion and patience. I really want to commend all those involved. They turned a nightmare into a happy ending. It is so important that they know how much I truly appreciated that. To them it might have seemed like a routine day, but for me it was a great ending to a potential disaster.

*Thank you! Carla M. Thompson*