

mspnice award

March 26th, 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:

I wanted to extend my sincere gratitude and appreciation for one of the Airport Security/Police staff that helped me and my husband last week. On 1/31/19, I dropped my husband off at the Delta terminal. As soon as I left, I realized that my husband forgot his cell phone. I circled the airport and came back to the terminal and Tracy Hanson was nice enough to offer to page my husband and get him his phone. I left the phone with her and after getting my phone number and a description of my husband, she located him near his gate. She went beyond the call of duty and made my husband's trip that much more stress free and enjoyable.

Tracy is the BEST!!! And we really appreciate her help.

Sincerely, Patti and Tom Sullivan