

mspnice award

May 7th, 2015

Greetings Managers,

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



Officer David Bort, MAC Airport Police Department;
with Patrick Hogan, MAC Director, Public Affairs and Marketing

Customer compliment:

On the night of 3/1/2015, my vehicle stalled in a high traffic area of the airport. It was dark, I had no lights, and I was scared. Officer Bort was on duty that night and spent the entire time making sure I was safe, comfortable, and calm. He let me warm up in his vehicle (mine had died, and therefore had no heat), he kept my mind off of the stressful situation that I was in by making small talk about everything else BUT my vehicle. And when the tow that my insurance company had dispatched never showed, Officer Bort called one and they were there in 10 minutes.

I'm sure stalled vehicles happen all the time at the airport and it doesn't seem like a big deal. But to me, it was. He made what could have been a terrible night into a much more positive experience. My sincerest thanks to Officer Bort for keeping me safe and comfortable.

S. Danielle Santori