

mspnice award

November 24th, 2020

Greetings Managers,

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



Officer Adam Snedker, Airport Police Department

Customer compliment:

I'm active duty Army currently stationed in Hawaii. My wife and four children are making their way here from Minnesota, and I just wanted to recognize Officer Snedker.

After making it through security I got a call from Delta that TSA needed my wife to come back through security to handle our two dogs that were at oversized luggage. With no time to make it back through security again with our four kids and still make their flight, she was fortunate enough to find Officer A. Snedker.

Officer Snedker took her phone and walked down to TSA oversized luggage, and when he found out they just needed someone to hold onto the dogs while TSA checked the crates out (TSA agents aren't allowed to let the dogs out), and asking me if the dogs are friendly, he held onto each one so Hillary and the kids wouldn't miss their flight.

Officer Snedker was exceedingly polite and friendly the whole time, and brings great credit upon himself and your agency.

Best, Captain Nicholas M. Chopp