

mspnice award

November 22nd, 2021

Greetings Managers,

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



Kevin Griffin, MAC T2; Carriann Woog, Southwest Airlines; Mark Takamiya, MAC T2; and Chad Larimore, Southwest Airlines

Customer compliment:

This is to express extreme gratitude for Carriann at MSP. We were supposed to fly yesterday, but my daughter had an anxiety attack. We had setup preboarding to prevent issues. Carriann was immediately aware of our quiet anxiety raising and engaged in an empathetic and helpful manner. We ended up boarding and needing to deboard the plane prior to take off and she literally took over, taking our tickets, getting us rebooked and letting us know how to cancel if we couldn't go on the rebooked flight. In addition, she was compassionate with both me and my daughter through what was a very difficult moment for our family. I want to be sure that Carriann is accommodated for going so far beyond amazing than what she was "accountable" for. THANK YOU! I'm tearing up just writing this note (something I do maybe once a decade".