

# mspnice award

June 15<sup>th</sup>, 2015

Greetings Managers,

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



Scott Skramstad, MAC Manager, Airline Operations  
with Erica Lynch, South West Airlines

## ★ Customer compliment:

I was flying from MSP to MCO (through ATL) on AirTran. The original flight from MSP-ATL I was on was cancelled and everyone on the flight had to be re-booked. Some people would have missed connections (myself included), which added to the mess. Erica Lynch from South West was working the counter at H9 at MSP that day and she was absolutely OUTSTANDING. Not only did she quickly move her way through the passengers and get everyone re-booked, but she was incredibly nice throughout the process. I know "being nice" is what you strive for, but I've had too many bad interactions with gate agents over the last few years, so the nice ones really stand out. I wanted to make sure the higher ups knew that she was outstanding and should be rewarded. Thank you!