

# mspnice award

October 4<sup>th</sup>, 2021

Greetings Managers,

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



Erick Garcia Bautista, Rod Collins and Bryce Hough, Southwest Airlines

### **Customer compliment:**

Thank you to Erick Garcia Bautista in MSP at the Departures desk who went above and beyond to help me book a flight for my 8-year-old daughter who will be traveling as an unaccompanied minor in August. He was persistent in getting the ticket right, courteous to us despite pressure to get the information right and kind despite a line behind us.