

mspnice award

November 2nd, 2015

Greetings Managers,

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



Luis Anchondo, MAC Asst. Mgr. Airline Operations/Facilities, T2; Jennifer Gish, Southwest Airlines; and Scott Skramstad, MAC Manager, Airline Operations/Facilities, T2

Customer compliment:

I was flying home to Philadelphia, it had been a long week and the weather was unseasonably hot and humid. Needless to say, I was tired and just wanted to relax and get home. Because of some plan changes, I arrived at the airport at 1pm for my 6 pm flight, not knowing that I could not check my bags that far in advance of the flight. As I dragged my exhausted, sweaty self and my luggage up to the counter, finding out this information could have really be upsetting. Fortunately, when I got to the counter, I was helped by Jennifer Gish. She was extremely helpful, friendly and empathetic to my situation. Although she could not change the rules and check me early, she let me know the exact time I should come back and printed my boarding pass for me. Jennifer not only did this in the nicest of ways, she then gave me suggestions of what I could go to sit down, relax and grab something to drink while I waited. I had not asked for that information, but Jennifer anticipated my needs and provided me with information that would help the most. Once the time came for me to check my bags, I made sure I got into Jennifer's line by letting people go ahead of me. When I got to the counter, Jennifer remembered me, by name, and again took excellent care of me and got me on my way. Jennifer is a perfect example of amazing customer service and taking care of her clients. She is friendly, helpful and most of all compassionate and caring. She made what could have been a very long and frustrating afternoon much more pleasant just by listening and being friendly. Southwest has a real asset in Jennifer and you are lucky to have her representing your company. Lastly, please let Jennifer know how much she impacted my travel that day and how grateful I am for her help. Have a great day!

Karolyn Woodruff