

# mspnice award

December 13<sup>th</sup>, 2019

Greetings Managers,

One of your employees, Jennifer Lampro, 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!



Mark Takamiya, MAC T2 Ops; with Jennifer Lampro and Jeff Steier, Southwest Airlines

## Customer compliment:

Sitting at the Minnesota airport still on the plane. Diverted from MDW. On the real, the @SouthwestAir employees are trying to make the most of things. Honestly, I can't imagine being with those other airline bums in this situation. Thank the Lord for your employee Jennifer, who has taken a huge amount of flack for the weather. I'm watching a true pro show patience with everyone. Give her a raise!