

# mspnice award

March 12<sup>th</sup>, 2015

Greetings Managers,

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



Jim Ganci, Lynette Hanken, John Hillman, of Southwest Airlines, and Scott Skramstad, MAC Manager, Airline Operations

## Customer compliment:

*I was hired by Sports and Entertainment Travel Company to oversee and group ride 2 charters for the Minnesota Gophers Alumni Group to the Citrus Bowl. I cannot tell you what a wonderful team you have in Minneapolis. Jim, Mike, and Jessica who I believe are all Ops Supervisors were very accommodating to the needs and desires I had. They had boarding passes printed up for me the day before we flew as I needed to write seat assignments on them. The day of the check in went so smoothly. Others in the team, Christine, Jennifer, and George were so nice to all of our participants. I have never seen such team work and friendliness anywhere and I travel all the time. Your team went above and beyond the call of duty and should be recognized for their outstanding customer service. You truly are fortunate to have these wonderful people working for you. They are a true asset to Southwest Airlines. Thanks again and I look forward to flying with you again.*