

# mspnice award

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

Greetings Managers,

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



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

## **Customer compliment:**

*The Mayor Duke, David and I (Karen) wanted to say thank you for a wonderful flying experience. I was worried that between my wheelchair and the large dog, we would have problems. Your staff was excellent. They were there to meet us and get us on, change planes and off with total ease we will definitely recommend you to all. Please thank the flight crews both ways. If I could, I would add a couple photos Sincerely, The Mayor Duke, David Rick and Karen Nelson PS. Thank you for being sponsors for the "World Dog Awards" and letting Duke fly up front with us*