

mspnice award

October 7th, 2015

Greetings Managers,

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



Mike Gregory, Southwest Airlines; Scott Skramstad, MAC; Lynnette Smith, Southwest Airlines; and Luis Anchondo, MAC

★ Customer compliment:

Cynthia reported her bag was delayed/lost late at night 12:12am to Lynnette. She could tell Lynnette was tired but helped with a great attitude, showed she truly cared about Cynthia's medical situation and bag delay.

She was sympathetic and sincere in her apology for the situation and making sure she got to the rental car agency ok. She truly went the extra mile with her assistance and attitude for which Cynthia is grateful. She made a bag situation seem much better!