

mspnice award

October 4th, 2021

Greetings Managers,

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

Customer compliment:

**My son was traveling to a high-adventure expedition in the Northern Tier. Due to the extreme nature of the trip, special gear and equipment was required, including boots, bags, a high-end sleeping bag, and a slew of emergency equipment. Unfortunately, my son's checked bag that included this gear was misrouted. I called on behalf of my son and spoke to Lynnette. LYNNETTE WAS OUR SAVIOUR! She made it her mission to get the luggage loaded on the flight arriving at MSP at 1040PM. She also secured accommodations near the airport for my son and the leaders that stayed behind to wait for the bag (the rest of the troop went to their hotel in Duluth). Lynnette assured me she'd keep in touch and even went above and beyond to offer to personally deliver the bag to the hotel (as there wouldn't be a courier available at that time).

Unfortunately, again, due to flight delays, the bag's arrival time kept getting pushed, but Lynnette kept everyone informed and continued to track progress. At 7AM, my son picked up his bag from the airport and is currently making the long drive to Northern Tier. He should arrive at the required check-in time of 2pm and the bag debacle will be a distant memory!

I want to thank Lynnette and her empathy and willingness to go above and beyond. She was extremely accommodating, very clear with her communication and saw the situation through the resolution. I really appreciate all she did, and I hope Southwest does as well. I realize that everyone's bag is important, but I really think that without her help my son would have been denied this adventure.

**Just wanted to say thank you and give a shout out to your staff member Lynnette from MSP. She did a wonderful job taking care of my lost luggage. When weather closed Midway my bags didn't make the connection, but because of a complicated itinerary I had over the next week, a solution wasn't easy. Lynnette looked after my bag and had it sent to Oakland airport, on exactly the right day. She worked hard and thoughtfully. I really appreciated her service. I love Southwest and will be happy to fly again!