

mspnice award

October 4th, 2021

Greetings Managers,

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



Erick Garcia Bautista, Rod Collins and Bryce Hough, Southwest Airlines

Customer compliment:

**I encountered Rod Collins who went out of his way to grab our four bags, check us in, tag our bags, and tell us to have a great trip. I asked "where do we go from here"? and he let me know that we should leave that to him and we should concentrate on having a great day. Wow, I am an A lister and have never seen that. I handed him cash for a tip and he quickly refused. In fact, he insisted that he didn't take a dime. He did give me his card and told me to look for him next time we were flying through, and he would be glad to help us out. People like that make flying fun! His card says customer service agent. He is in the right roll. Keep up the great work

**I realized I had forgotten to pack my pocketknife. It was not an expensive knife, but it was a gift from my daughter and has sentimental value to me, so I did not want to forfeit it at security. Rod went out of his way at the Southwest check-in counter to find me a box that I could check as a separate bag. His going above and beyond and his pleasant and helpful demeanor exemplify why I prefer Southwest over other airlines. Thank you Rod and Southwest Airlines.