

mspnice award

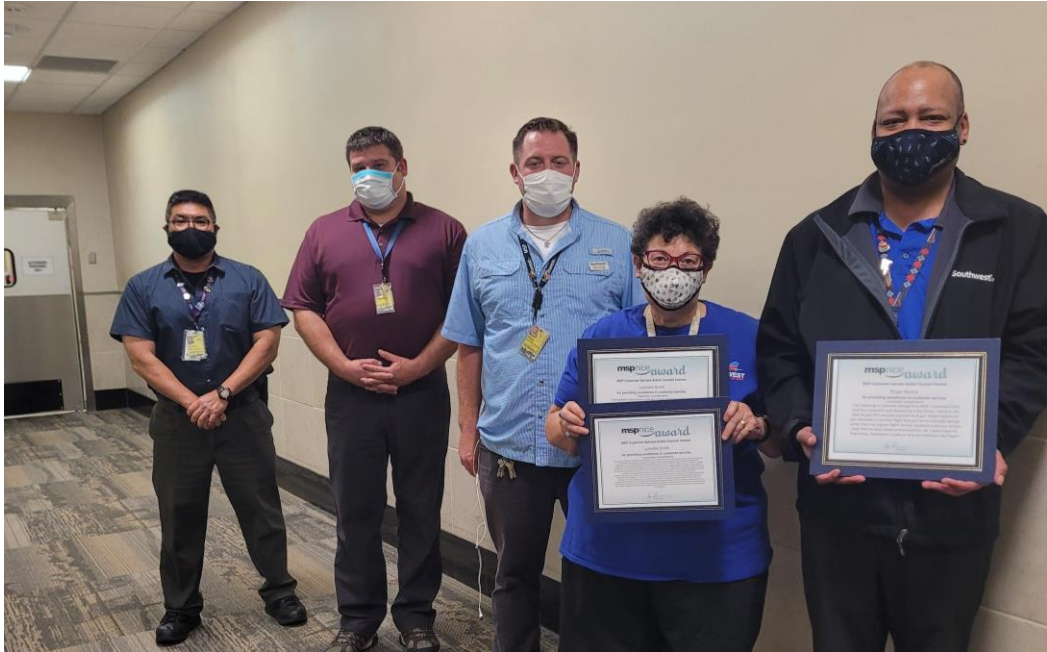
October 4th, 2021

Greetings Managers,

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



Mark Takamiya & Kevin Griffin, MAC T2 Operations; Bryce Hough, Lynnette Smith and Roger Barlow, Southwest Airlines

Customer compliment:

I am traveling to Colorado Springs from MSP. I received a text that my connection was delayed by a few hours. I went to the desk at gate H12 and was assisted by Roger. Roger helped me get rebooked on another flight that got me to Colorado Springs earlier than my original flight! He has excellent customer service and I feel he went above and beyond for me. I appreciate his help today. Southwest is lucky to have an employee like Roger!