

mspnice award

December 30th, 2021

Greetings Managers,

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



Bryce Hough, Chad Larimore, & Shawna Dornfeld, Southwest Airlines;
with Mark Takamiya, MAC T2 Operations

A few days ago, I was returning from a trip and found out I was going to be at the airport much earlier than I had planned when I scheduled my flight. Several people with me were also in the same situation. I was the only one flying Southwest. I have had such good experiences, I said to the group “I know Southwest will take care of me and get me on an earlier flight”. When I arrived at the airport, the Customer Service Agent cheerfully moved me to the flight that was departing in 40 minutes! I was spared a long wait in the airport and even better- it was a nonstop flight so I arrived home 9 hours earlier than I originally planned! There are many reasons why I prefer to fly Southwest and you just continue to add to them! Keep up the good work!