

# mspnice award

March 5<sup>th</sup>, 2015

Greetings Managers,

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



Mike Gregory, George Ross, and Sue Schumacher, of Southwest Airlines, and Scott Skramstad, MAC Manager, Airline Operations

★ **Customer compliment:**

*I would like to thank Sue, the Southwest employee who helped me at the ticketing counter. She helped me switch my flight to an earlier time and just made my day! She had a great helpful attitude and I am thankful she put in the effort to help me out that day. Great customer service! Sue is wonderful!*