

mspnice award

April 28, 2021

Greetings Managers,

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



Dan Foster, MAC; Cooper Dean, Carriann Woog and Chad Larimore, Southwest Airlines

Customer compliment:

I want to commend Mary Page, Cooper Dean and Carriann Woog for their patience and friendliness throughout a very unfortunate travel delay with Flight 633 out of Minneapolis to Denver on March 15. They were barraged with insults and very impolite travelers due to the flight delay. Yet, they did not yield and maintained a high degree of professionalism. They are true assets for Southwest Airlines.