

mspnice award

April 28, 2021

Greetings Managers,

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



Mark Takamiya and Dan Foster, MAC; Lynnette Smith and Carriann Woog, Southwest Airlines; Luis Anchondo, MAC; and Chad Larimore, Southwest Airlines

Customer compliment:

I had issues getting a bag I checked after missing my flight. After reaching MSP, I contacted the baggage office there and was greeted promptly by Lynnette. She was very friendly and quickly took down all my info and a description of my bag. She personally called after locating my bag and ensured that I had all the info I needed to come and get it. She also gave me a travel voucher for my trouble and was great to work with during a potentially stressful situation. Thanks, Lynnette, for all your help!