

# mspnice award

April 28, 2021

Greetings Managers,

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



Chad Larimore, Southwest Airlines; Kevin Griffin, MAC; Rod Collins, Shawna Dornfeld, Mary Page and Bryce Hough, Southwest Airlines; Luis Anchondo, MAC; and Tami Tschida, Southwest Airlines

## **Customer compliment:**

My flight was unexpectedly delayed by 5 hours. However, Rod Collins, Customer Service Agent at the Minneapolis airport, went above and beyond and bought me the best cup of coffee ever.

Not only did he save the day... he solidified the fact that I'll definitely be flying Southwest again & again!! Please reiterate to Rod my sincere gratitude.