

# mspnice award

April 28, 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!



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:

I'm not sure we can thank Shawna enough at the MSP airport baggage check area. We made a mistake and accidentally cancelled five of our seven family members trips to Tampa... and we didn't find this out until 90 min before our flight was supposed to leave. We panicked and she was there to literally save our vacation. From figuring what happened to getting us rebooked to just being calm and reassuring... it was honestly something I won't forget. Just amazing at how she was able to work magic and get us rebooked, bags checked, and on the plane literally with seconds to spare.