

mspnice award

April 11th, 2022

Greetings Managers,

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



Kevin Griffin, MAC T2 Operations; Abdellah Bakhtyari and Roger Barlow, Southwest Airlines; and Mark Takamiya, MAC T2 Operations

Customer compliment:

Thank you, Abdellah and Southwest, for being kind and caring in how you treated me today. It brought me a little faith in people and companies when I very much needed it. Abdellah was not only kind, but very gentle in his handling of my situation. I was a mess. He was understanding. I felt like he was resolved to help me. I needed that. I am on my way home, but I am hoping Abdellah can be recognized for his great kindness, professionalism, and understanding. He is a wonderful human and leave a great reflection on Southwest which is now my preferred airline.