

# mspnice award

August 24<sup>th</sup>, 2022,

Greetings Managers,

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



Kristina Conklin, MAC T2 Operations, with Angel Scott, Southwest Airlines

## Customer compliments:

I had boarding number A19 and as the gate agent was loading the plane, I was stopped at the podium, for the gate agent to speak to a small girl that was brought up by her guardian. I was so impressed with the gate agent and how she spoke to the little girl, and her questions and verifying her information before allowing her to board. The little girl was flying alone and that of course is a very scary thing these days. As the little girl hugged her guardian goodbye, and I got a little emotional, the little girl was walked to the plane by the gate agent. The gate agent apologized to me numerous times because I had to wait a few minutes. This was an unbelievable experience and one that I will remember for a long time.

Thank you for restoring my faith in flying.