

mspnice award

October 7th, 2022

Greetings Managers,

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



Jeff Steier and Christine Lebens, Southwest Airlines

Customer compliments:

I arrived at MSP on 8/22 early knowing that where I was headed was having a lot of storms. I went up to the counter and Christine was the first person I talked to about trying to get home earlier. My connecting flight was already delayed and there were not any other flights available. Christine advised me to keep refreshing my app and that she would do the same to see if I could get an earlier flight. I was so close to crying when I got a text message saying my flight was rebooked for an earlier flight.

Christine met me with new tickets. It had been an hour or so and she was still checking to see if there were any extra seats. While I know I may still have some delays in my flights later today, the kindness and her perseverance at continuing to check for open flights will forever be part of my Southwest experience.