

mspnice award

December 1st, 2022

Greetings Managers,

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



Chad Larimore & Erica Brau Lynch, Southwest Airlines;
with Kristina Conklin, MAC T2 Operations

Customer compliments:

I flew out of MSP. Erica working at gate H12 was incredibly kind and helpful. She even walked my boarding pass over to where I was sitting. Just so nice to have somebody go above and beyond what they need to do!