

# mspnice award

October 7<sup>th</sup>, 2022

Greetings Managers,

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



Jeff Steier and Christine Lebens, Southwest Airlines

## Customer compliments:

These days, we see many flights are faced with short staffing, weather, and other unexpected challenges that the industry faces as a whole. Many customers become disgruntled and are unable to comprehend that this is out of the control of the Southwest rep/gate agent. My flight out of MSP was canceled and the customer in front of me became very disgruntled. The Gate Agent - Jeffery S, out of MSP on 8/5/2022 kept his cool and did a great job handling the situation. I want to compliment what patience Jeff shared while dealing with the guest. Jeff was unfortunately yelled at, sworn at, and dealt with in a very unprofessional manner. Jeff on the other hand remained tremendously patient and tried assisting the guest the best way possible despite how unprofessional and mean the guest was. It's unfortunate that in times like these, some of us forget the other person is also human. Great work to Jeff to representing the best side of Southwest while going above and beyond. If the world had more people like Jeff, it would be a much better place. Keep up the great work Jeff.