

mspnice award

October 7th, 2022

Greetings Managers,

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



Maddy Asp, Southwest Airlines

Customer compliments:

Hello! My flight from MSP to Nashville was cancelled. When I arrived at the airport, Maddy was lovely and full of grace in helping me figure out a way home. I really appreciated her grace and solutions-oriented mindset. This is one of the reasons why I love Southwest. Great job Maddy!