

mspnice award

December 1st, 2022

Greetings Managers,

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



Chad Larimore, Pete Foley, and Bryce Hough, Southwest Airlines

Customer compliments:

About a month ago I was at MSP airport---going to CVG. As I just departed Holiday Inn Express shuttle, I was at the check in counter and realized I left my cell phone in the shuttle van that has just pulled away. I was panicked of course, however quick action by three Southwest employees that day at the counter --- saved the day. Pete, Marie, and Shawna---all three immediately worked on finding out the number to the hotel and immediately started calling the hotel and finally getting through, they made contact with the person that could call the shuttle van to have the van come back. Pete took about 15 minutes to walk me to a location where the shuttle van would meet me so I could get my cell phone back. The calm, quick, immediate action those three took went well beyond any expectations. Their attitude and willingness to help get the situation immediately resolved flat out defines great customer service. Southwest Management should be proud of all three, I know if my employees gave customer service like that, I would be extremely proud of them!