

mspnice award

July 7th, 2022

Greetings Managers,

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



Chad Larimore, Rod Collins, Denis Campbell, and Tami Tschida,
Southwest Airlines

Customer compliments:

I want you to know that you have a gem of an employee in Roderick Collins. He was my Customer Service Agent this morning at MSP. I arrived a bit frazzled and definitely exhausted, a tad out of sorts and unfocused. Rod was friendly, reassuring, and calm. I soooo needed the calm! His charming and peaceful demeanor, and efficient and accurate service, changed my morning from chaos to calm. He accomplished this not by drawing attention to my state of mind, but leading by example with HIS calm presence. Some friendly banter while he checked in my baggage - which included a crudely duct-taped cooler - and got my tickets ready, and I forgot all about the chaotic morning I'd had, and set a calm tone that lasted the rest of my flights.

Thank you, Rod, for giving me a gentle course correction this morning. You quite literally, made my day.