

mspnice award

April 11th, 2022

Greetings Managers,

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



Kevin Griffin, MAC T2 Operations; Abdellah Bakhtyari and Roger Barlow, Southwest Airlines; and Mark Takamiya, MAC T2 Operations

Customer compliment:

Our flight on 1/4/22 from MSP to MDW was cancelled. The gate agent we worked with, Roger, remained professional, courteous, and helpful throughout our entire conversation. This was obviously a very stressful situation for us and him, but his professionalism made it easier than expected and got us on our way to our new flight. He definitely made the best of a bad situation!