

mspnice award

December 20th, 2017

Greetings Managers,

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



Dan Foster, MAC T2; Sue Schumacher, Nikki Rodriguez, Ka Moua, Abdellah Bakhtyari and Judy Jones, Southwest Airlines; and Luis Anchondo, MAC T2

Customer compliment: My husband and I were traveling to Chicago for the birth of our first grandchild. When we got the call that morning, we scrambled to find a flight to get us out ASAP to Chicago. We purchased a flight leaving around noon and arrived earlier to the airport than we had planned. At our gate we noticed the next gate over was also a Chicago outbound flight. My husband approached the gate agent, Judy, told her why we wanted to get on the earlier flight, and asked if there were seats available. Judy smiled saying she would check. A few minutes passed and she returned to us. Yes! They had 2 seats available and we were on our way. She waived the change fee, brought us up to the front of the boarding line, and had us seated first so we could leave first. I said to Judy, "I could kiss you now!" and Judy replied "You can!" We exchanged hugs and kisses and took off down the jet way. Judy checked in again before they closed the door. We blew her more kisses. Never ever have we experienced such compassion from an airline employee. We have traveled Southwest for many years and it has always been pleasant. We got to the hospital a few hours before our grandbaby was born. I get chills and teary eyed writing and thinking about this. Thank you so much for your wonderful service. We are forever fans. Judy is a treasure. And your Southwest family is part of our family memory, the day we became grandparents. Please keep doing what you are doing.