

# mspnice award

December 20<sup>th</sup>, 2017

Greetings Managers,

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



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

## Customer compliment:

I have had an amazing experience just now with Abdellah, Shannon, Nikki, and Jeff. I cannot say enough great things about them. They went above and beyond what they needed to do in order to get me back home. These are the people that have won me back to Southwest. These are the people that help retain your loyal customers. Please recognize them for their outstanding customer service. I am sure they deal with many issues on a daily basis, yet they made it seem as if I was their only customer and I was priority over anything else. All doing this with genuine concern and helpfulness as if I was in their own family. They all need to be recognized for their exceptional customer experience skills.

*All the best, Brandon Woltman*