

mspnice award

December 20th, 2017

Greetings Managers,

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



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 just wanted to thank Susan at the ticket counter for taking great care of my daughter and getting her on a flight home. She was in Minneapolis for the summer at the University. She was coming home, checked out of her dorm, no car. Got to the airport, at first her flight was delayed, and then cancelled. It was weather related, but she had no place to go. Susan was able to get her on a later flight, when she was previously told she would have to wait another 24 hours. This was the second time in two months that I have had travel issues with travel and my daughter and Southwest has always gone above and beyond with help solving our problems.