

mspnice award

December 4th, 2018

Greetings Managers,

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



Kevin Griffin, MAC T2 Operations; Lynnette Smith and Jeff Steier, Southwest Airlines

Customer compliment:

Much to my dismay, my wallet fell out of my carry-on bag sometime during my flight to Baltimore- which was the first day of our holiday travel. I contacted Southwest Customer services as soon as I discovered this. One of your employee's found and turned in the wallet- which contained my driver's license, health insurance cards and two credit cards. I was notified the wallet was found and where and how to pick it up, which I did upon my return. My THANKS and compliments to your crew at Humphrey Terminal in Minneapolis. Not only did I get my wallet back, I also received a check for the \$50 cash I had "hidden" in it. Several of your employees made the wallets return possible but two names I can mention- Joe and Lynnette. They were wonderful! Very helpful, respectful and impressive. Thanks to them and Southwest.

Mark Publitz