

mspnice award

November 20th, 2018

Greetings Managers,

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



MSP Nice Awards – November 2018

Mark Takamiya, MAC T2 Operations; Bryce Hough, Mary Page, Mabeth Dorman, & Marsha Cluever, Southwest Airlines; and Kevin Griffin, MAC T2 Operations

Customer compliment:

I wanted to make sure that our gate agent from MSP gets a shout out. Her name is Mabeth Dorman. My 12 year old son and I were flying back home to Denver. We had boarding passes in the C boarding group. She pulled us out of line, as well as another mother with a young child, and moved us up to the door of the plane so that we could get seats together. I am extremely grateful for her kindness. She did not know this, but on our previous flight from Denver to MSP, my son had gotten sick due to a lot of turbulence. He was very nervous and really did not want to sit next to a stranger flying back home. Luckily this flight had no bumpiness and he was fine. A huge thank you to Mabeth for recognizing that even though kids that age can sit alone, they are still young and prefer to sit with a parent.