

mspnice award

November 20th, 2018

Greetings Managers,

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



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 extend a compliment to Marsha that was working at MSP. My flight was being delayed repeatedly, and was eventually cancelled. Marsha was a Customer Service rep working the entire time and she was extremely kind, patient and understanding. She handled all of the grumpy passengers like a champ. Since hotels were mostly sold out customers were given a \$400 voucher, and most were told they could come back in the morning to get the voucher since the lines were so long, and we were exhausted.

Please extend our sincere thanks to Marsha on a job *extremely* well done!

Thanks, TJ