

# mspnice award

November 20<sup>th</sup>, 2018

Greetings Managers,

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



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'm writing to thank you for the wonderful experience on my first flight with Southwest. I had no idea how accommodating and truly amazing this airline is. As a woman of size, I was treated with respect in a way that I had not been by any other airline. I would like to particularly recognize Mary Page. She patiently explained to me the early bird policy, provided pre-boarding for me, and in general made interacting with the airline a joy. Keep up the great work. I will be traveling with you again and again.

*Stacey Rose*