

mspnice award

October 26th, 2018

Greetings Managers,

One of your employees, Van Brom, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Van for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Van!



Kevin Griffin, MAC Manager T2 Operations; Cooper Dean and Van Brom, Southwest Airlines; and Dan Foster, MAC Assistant Director, T2 Operations

Customer compliment:

It was not one of the best nights because of snow, low visibility and wind... many delays due to a ground stop, but I had the great fortune of walking up to a gate, not mine, when I arrived at the airport to ask where my gate was. When Van, the gate agent realized I was struggling a bit when he pointed to the gate, he suggested he take me there, which he did. He asked where I was going, and said "it was delayed". I told him I am blind and totally appreciated his help getting me to the gate. He didn't stop there- he gave me his cell number so that I could text him wherever he was to give me up to date flight information. For the next 3/5 hours, Van was completely awesome making sure I was not lost, that I knew where I was supposed to be, and what was going on. When I landed in Baltimore at 1am, he texted to make sure I was ok. Talk about going the extra mile. Amazing. Thank you Van. I am so appreciative. Mr. Positive and Mr.

Can Do!