

mspnice award

October 1st, 2019

Greetings Managers,

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



Bryce Hough, Southwest Airlines; Kevin Griffin, MAC T2 Operations;
Chad Larimore and Cielo Godina, Southwest Airlines; Mark Takamiya & Ana Melo, MAC T2 Operations

Customer compliment:

I had a concern about being too wide for my seat. I went to MSP airport a couple hours early and had the fortune of being greeted by agent Cielo. She was nothing short of amazing. That experience at the ticketing gate sealed my commitment to Southwest. That was a demonstration of an employee who took ownership of a customer's concern and solved my problem with a big smile, which really made my day and put me in a great mood my whole way home. Thank you from the bottom of my heart.

Sincerely, Solomon Shapiro