

# mspnice award

October 1<sup>st</sup>, 2019

Greetings Managers,

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



Mark Takamiya, MAC T2 Operations; Nikki Rodriguez, Karen Judge, Ka Moua, Southwest Airlines; Kevin Griffin, MAC T2 Operations; and Bryce Hough, Southwest Airlines

## Customer compliment:

When I checked in at 7am for an 855am flight I was informed that the flight was cancelled. I had not gotten an email or text notification. The ticket agent was so kind and said I had been rebooked on a flight that would have gotten in at 10pm. I had just facetedimed with my 3 year old grandson saying I would be there to have dinner with him, and I had taken a vacation day from work to travel. She was sooooo kind, she rebooked me on an earlier flight and I will get there by dinner, keeping my promise. That was above and beyond. I was so disappointed that I had not gotten notification from Southwest because I really consider them an excellent customer service corporation, but stuff happens, and this agent make it right for me. Thank you for always providing an excellent experience.