

# mspnice award

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

Greetings Managers,

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



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:

I met Karen at the ticket counter flustered, late, out of breath, just as the notification that my flight was loading. I had driven two plus hours through dense fog arriving in the parking garage optimistic that I would just make it before boarding closed. The only space I could find was a narrow spot between two pickup trucks that were awkwardly angled, bumpers pointed towards each other. I carefully squeezed my small SUV into position with a sigh of relief, anticipating that I would still be in the air within an hour. Your luggage won't make it, Karen explained, but I can book you on a later flight to Denver. I knew there would be another flight to the DC area on Sunday. At that point I told Karen about the fog, the pickup trucks, and the difficulty I had when making travel arrangements. I spilled all my frustration out in a frantic wave to Karen. I asked if I could book straight to Baltimore instead of Denver to Dulles. Because the weather was a factor in my late arrival to the airport, Karen did book me to Baltimore. That turned my day- my trip into a much better experience.

I wish to say thank you to Karen and thank you to Southwest Airlines for allowing your capable employees to offer excellent customer service.

THANK YOU!