

mspnice award

September 25th, 2019

Greetings Managers,

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



Mark Takamiya, MAC T2 Operations; Lynne Krispin, Lisa Lehman, Judy Jones, Mary Page, and Bryce Hough, Southwest Airlines

Customer compliment:

I arrived a little early today in anticipation of taking the last flight out from MN to Chicago. Unfortunately the storms in Chicago caused a flight cancellation and I was rebooked on the current flight notated.

I want to thank Christine and Lisa and Darcy amongst all our crew who kept us informed of our Chicago weather and timely changes. These wonderful ladies work very hard and are always smiling as I've been through MSP quite a number of times. The wonderful crew were at MSP Gate 13. Please find a way to recognize them for all their genuine hospitality. We love flying Southwest and look forward to another flight soon.