

mspnice award

September 25th, 2019

Greetings Managers,

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



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

Customer compliment:

Props to Lynne from Southwest Airlines baggage claim for being the only decent human I crossed in ten minutes (she advised me my fly was down). #therealMVP I had a great time all around with your crew. I missed my 5am flight by 2 minutes due to crazy delays in security in Denver and I got booked on the next flight without hassle. Lynne was at the baggage collection center since my bags made it before me! Truly saved me even more embarrassment as I'd already been walking for a solid ten minutes unzipped! Thanks for hiring such wonderful humans!