

mspnice award

October 4th, 2019

Greetings Managers,

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



Luis Anchondo, MAC T2 Operations, Mabeth Dorman, Cooper Dean, Jeff Steier, and Bryce Hough, Southwest Airlines

Customer compliment:

Tuesday May 14th, I flew home from MSP and I want to tell you about one of your wonderful employees. I have flown on Southwest for about 11 years and my first experience with check in was incredibly confusing at first. Most of the flights I've taken with you I've heard the same confusion from other first time passengers. Mabeth, who checked us in, gave an incredibly easy to understand instruction on how your "lineup" worked and the order in which people would go. I told her she did a terrific job giving instructions and heard others do the same as I walked away. I hope you will let her know. Thanks for great service.