

mspnice award

September 25th, 2019

Greetings Managers,

One of your employees, Mark Barrie, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Mark for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Mark!



Bryce Hough and Mark Barrie, Southwest Airlines; and Kevin Griffin, MAC Terminal 2 Operations

★ Customer compliment:

Here is what I know... I met some of the funniest, kindest, unselfish people on my 18 hour adventure. What could have been a horrible situation (ok, it wasn't great) could have been miserable but SW tried their best to help and Barrie at MSP made things better. All I know is I love San Francisco and will travel Southwest again to get here!



You guys!!