

mspnice award

September 25th, 2019

Greetings Managers,

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



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

Customer compliment:

I arrived at the airport several hours early and then my flight was delayed for another couple of hours. I would not arrive home until almost 11pm. Not expecting anything at all, I went to the ticket counter and asked Mary if I could jump on an earlier flight and how much it would cost, expecting to spend several hundred. Within moments, Mary printed me a new ticket for free on a flight that got me home in the next couple of hours. I'm so happy I wanted to hug her! Thank you Southwest for your amazing policies and customer service! Mary was phenomenal!