

mspnice award

October 1st, 2019

Greetings Managers,

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



Mark Takamiya, MAC T2 Operations; Nikki Rodriguez, Karen Judge, Ka Moua, Southwest Airlines; Kevin Griffin, MAC T2 Operations; and Bryce Hough, Southwest Airlines

Customer compliment:

This is a shout out to an amazing human being and employee of Southwest Airlines, Nikki Rodriguez. Nikki was so kind and caring to my 17 year old son when he was traveling alone from Minneapolis to St. Louis and became violently ill at the gate. Nikki arranged for me to fly free of charge to Minneapolis to help my son and be there for him. She also arranged my flight home with no charge. I cannot express my deepest thanks for the kindness and compassion she demonstrated. She met me at the gate on my arrival and even offered to drive me to the hospital! Her kindness will never be forgotten.

THANK YOU NIKKI RODRIGUEZ & SOUTHWEST!

You are exceptional!