

# mspnice award

September 27<sup>th</sup>, 2019

Greetings Managers,

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



Kristina Conklin, Luis Anchondo and Kevin Griffin, MAC T2 Operations;  
Shawna Dornfeld and Bryce Hough, Southwest Airlines

## Customer compliment:

Shawna at the ticket counter was probably the nicest agent I have ever dealt with... and that says a lot since I have experienced some of the nicest people in the industry at your counters and on your planes. I fly almost every week and have never had even a marginally bad experience... Thank you- keep it up!

*Gary Cease*