

mspnice award

August 17th, 2023,

Greetings Managers,

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



Alexis Hayes, Sun Country Airlines

Customer compliment:

My family and I travelled from MSP to Baltimore on Sun Country's 7:45am flight. An enormous contingent of Scouts was checking in and several flights, including Newark, Vegas and Kalispell were also lined up. The check-in lines were extremely long and, as time stretched on, the crowds got antsy and increasingly belligerent.

The manager of the Expedited Line was absolutely amazing in handling it. People who showed up for their flights 40 minutes before they left were dismayed when the flights closed, and they were still in line. She had customers screaming at her, crying, threatening her, and behaving in profoundly disrespectful ways and throughout it all she remained a consummate professional.

She kept the lines moving extremely quickly under the circumstances, remained calm and respectful in the face of inappropriate aggression, and supported customers and her (equally stressed out) colleagues alike, demonstrating empathy, sound judgement, and strong communication skills.

Too often, executives and senior managers only hear about their employees when something has gone wrong or from customers who are angry about an outcome. Occasionally, we hear about them when they have gone above and beyond to make something special for someone. But I think it's just as important to recognize when employees are dealing with imperfect circumstances beyond their control (people not showing up with enough time to make their flight) or have to say no for good reason and remain professional and solutions-focused despite appalling behavior. Alexis embodied grace under pressure and strong leadership skills, setting a great example for the other Sun Country employees working alongside her.

I wanted to pass along my appreciation for her work and that of the team she was managing yesterday morning.