

# mspnice award

May 2<sup>nd</sup>, 2023,

Greetings Managers,

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



Halima Balu and Carla Arrunategui, Sun Country Airlines,  
and Mark Takamiya, MAC T2 Operations

## **Customer compliments:**

I am writing regarding my experience with Carla. We were flying to Laughlin on a charter and were not going to check luggage, so we proceeded to the departure gate. Security verified that we were legitimate travelers and let us through. We were then told we had to check luggage and go through security again.

That's when we encountered Carla, back at Sun Country. She assured me I could carry on my luggage. Then I was befuddled as to where to even go next. She walked me back to security, bypassed the long line and got me situated in the right place. I was so impressed with her sensitivity and kindness.