

mspnice award

July 10th, 2023

Greetings Managers,

One of your employees, Jerome Rutherford, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Jerome for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Jerome!!



Joe Gellerman and Jerome Rutherford, Sun Country Airlines,
and Mark Takamiya, MAC T2 Operations

Customer compliment:

Jerome at bag check was very kind and helped us with our bags after a delayed flight.

He expedited our process and was very patient throughout it all despite very long lines.