

mspnice award

January 24, 2014

Greetings Managers,

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



Ana Melo, Senior Manager, Sun Country Airlines and Scott Skramstad, MAC Manager, Airline Operations with Sun Country Airlines employee Patricia Schatz

Customer compliment:

I just wanted to say thank you to the woman at the reservation desk on December 14th at the Minneapolis Airport. She helped us figure out how we were going to catch our Cruise Ship in Tampa when another carrier cancelled our flight and did not help us. She went above and beyond. Special thanks to the woman who booked our flight. She was so helpful and we are grateful! We made it to our Ship without any time to spare, but we made it!