

mspnice award

February 28, 2014

Greetings Managers,

Two of your employees, Sandra Fragoso-Garcia and Crystal Thiesfeld, were recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Sandra and Crystal for their outstanding commitment to customer service at MSP.

Our thanks go out to them 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 Sandra and Crystal!



Award winners Sandra Fragoso-Garcia and Crystal Thiesfeld, Sun Country Airlines with Sun Country Airlines Supervisor, Linda Gieser, and MAC Managers Rick Valentino, and Scott Skramstad

Customer compliment:

Sun Country MSP gate agent Crystal and supervisor Sandra were the most friendly and best airline personnel I have ever encountered.

Crystal, with her quick wit and charm, was delightful. First, she showed up at the gate and had to put up with an unruly agent from another airline. On top of that, when she was finally given control of the gate systems, they were not working properly. She also had the undesirable task to handle a late departure which, I'm sure happens all the time but, she still managed to put smiles on many passenger's faces, especially mine. While requesting service, I purposely tried to fluster her and she countered me at every attempt but remained polite and respectful. Had I been in the position to, I would have tried to hire her for my company on the spot.

Supervisor Sandra was called because of the computer and printer problems at the gate. She showed up in record time. Seriously, I expected to have to wait a while since our plane wasn't even there yet but Sandra came in and set it all straight very quickly. She too handled my jabs with poise and even left the gate to try to find a working computer to complete my service instead of just telling me, "Sorry, the system is down", something I have heard plenty of times in the past.

Customer service is key in any industry. Great humor and lovely smiles go a long way in any situation; Crystal and Sandra have both.

If Sun Country has any type of employee recognition program, they should both get the highest honors available for their positions. Because of those two, I will try to use Sun Country Airlines more in the future.

-Jason Gilmore