

mspnice award

March 6, 2014

Greetings Managers,

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



Scott Skramstad, MAC Manager, Airline Operations; Dawnette Arionus, Sun Country Airlines Baggage Services Supervisor; Ana Melo, Manager, Sun Country Airlines with Janice Angerhofer, Sun Country Airlines

Customer compliment:

I traveled on Friday February 21, 2014 from LAS to MSP on Sun Country Airlines. Unfortunately my roller bag was picked up by another passenger in error. The MSP Sun Country Baggage Services Staff (*Dawnette Arionus, Jack Fisher, Kimberly Hansen, Crystal Arms, Janice Angerhofer, Diane Freiermuth, Denise Semple, William Miller*), especially Janice Angerhofer, did a great job of retrieving my bag and getting it returned quickly. Thank you for your great service.

-Linda LeBlanc