

# mspnice award

March 24, 2014

Greetings Managers,

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



Sandra Frago-so-Garcia, Sun Country Airlines Lead; Scott Skramstad, MAC Manager, Airline Operations; Jodie Jones, Sun Country Airlines; Russ Orbidan and Tim Boken, Sun Country Leads.

## Customer compliment:

*Excerpt from letter received:* Jodie Jones assisted me in rebooking a flight that had been booked in error on another carrier. She tried to find a seat on Sun Country, but could only find a 1<sup>st</sup> class seat which I couldn't afford. I was distraught and she kindly lent me her phone and offered assistance. I was able to book a flight on another carrier, but Jodie gave me a front of the line pass to get through security and walked me to the flight monitors to help me figure out what gate I was going to. My experience with Jodie far outweighs any experience I have ever had with any type of customer service in my lifetime. My first choice will be to fly on Sun Country for all my future trips. Jodie Jones gave me stellar customer service during a busy and frustrating time at the airport. Please thank her from the bottom of my heart for her kindness, concern and overall respect for me as a traveler. She really stood out and was my hero that day.

-Melissa Frye