

mspnice award

April 2, 2014

Greetings Managers,

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



Linda Gieser and Vicki Stavig, Sun Country Airlines with Dan Foster, Assistant Airport Director/Airline Operations

★ Customer compliment:

On March 15 we were at the airport and checked in with Vicki. We asked for an upgrade and she went to work on getting us the last two seats in first class. I found her customer service skills to be above and beyond. Check in agents can be very short and bored; however she exuded a joyful disposition and seemed to enjoy her job. A great experience for our travels in the air!

-Kyra Schmidt