

mspnice award

May 2, 2014

Greetings Managers,

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



Sun Country Airlines award winners Dawnette Arionus, Ana Melo, Crystal Arms and Jill Nystedt with Scott Skramstad and Dan Foster, MAC Airline Operations

Customer compliment:

My wife and I recently flew to California. She is disabled, needs a wheelchair and uses oxygen. It is usually very difficult to travel, but Sun Country gets it. We have had excellent service and help from curbside check in, to flight, to getting baggage. Thanks especially to Ana and Amy in Minneapolis. We will now only fly Sun Country direct flights for vacation. You have no idea how much this means to us and how much burden is relieved with your help. By far the best experience of any airline.

-Jon Tevlin