

mspnice award

May 2, 2014

Greetings Managers,

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



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:

Sun Country Ticket Agent, Jill, assisted the customer who wrote: As a new customer on Sun Country Airlines, I wanted to compliment your company on the outstanding service I received during my travel to and from MDW/MSO. Due to a recent knee replacement and a difficult recovery, I called to inquire about the possibility of requesting an aisle seat. Not only was I confirmed with a bulkhead aisle seat both coming and going, but wheelchair service was provided to and from the gate, as well as to the curbside. I was so appreciative of the service I received, and wanted to thank you for providing quality service. Looking forward to flying again soon with Sun Country.

-L. Hauser