

mspnice award

May 20, 2014

Greetings Managers,

One of your employees, Bill Miller, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Bill for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Bill!



Sun Country Airline employees, Dawnette Arionus, Bill Miller, Crystal Arms, and Janice Angerhofer with Scott Skramstad, MAC Manager, Airline Operations

★ Customer compliment:

Crystal and Bill: I cannot thank you enough for the return of my planner. Your personal attention to this dilemma was remarkable when it would have been much easier to do nothing. Your company is lucky to have you, and your help definitely affects the way I feel about Sun Country Airlines.

-B Ehlert