

mspnice award

June 18, 2014

Greetings Managers,

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



Ana Melo, Sun Country Airlines; Kay Richards, Sun Country Airlines; James Hughes, Sun Country Airlines and Scott Skramstad, MAC Manager, Airline Operations

Customer compliment:

I wanted to take a moment to send you this letter complimenting the high level of service that I received on my 2013-2014 winter commuting between Minneapolis and Las Vegas every weekend. As an Elite card holder, I appreciate the benefits of the program, but I also benefit from the fantastic treatment I receive from a number of the gate agents in both Minneapolis and in Las Vegas. In Minneapolis, there are so many gate agents who help me from time to time, but Jim Hughes in particular, has provided me with assistance on a number of occasions. You have a great team. I will be back traveling on a regular basis.

-D. William Kaufman