

# mspnice award

June 16, 2014

Greetings Managers,

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



Tim Boken, Sun Country Airlines; Crystal Thiesfeld, Sun Country Airlines with Scott Skramstad, MAC Manager, Airline Operations

## ★ Customer compliment:

I left my journal on the flight and waited until the end of my trip at MSP at 6am and was greeted by the KINDEST most thoughtful young lady Miss Crystal Thiesfeld at check in. She literally went out of her way to get my most personal priceless book back for me when no one was around to assist me. I wrote some not so pleasant reviews in yelp last weekend...and guess what, deleting all of them because of this one person. Customer service goes a long way in my book. She rules!

-B. Schmid