

# mspnice award

July 3, 2014

Greetings Managers,

One of your employees, Crystal Arms, 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!



Scott Skramstad, MAC Manager, Airline Operations; Dan Foster, Assistant Airport Director/Airline Operations; Crystal Arms, Sun Country Airlines and Ana Melo, Sun Country Airlines

## Customer compliment:

Thank you. I am most impressed with you and your Lost and Found Department. This is the first time I have flown Sun Country. It was just fine, but the Lost and Found service made me a supporter!

*-Uyless Black*