

mspnice award

July 17, 2014

Greetings Managers,

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



Ana Melo, Sun Country Airlines, Pam Higgins, Sun Country Airlines and Scott Skramstad, MAC Manager, Airline Operations

★ Customer compliment:

I've just had an unexpectedly fantastic experience with Sun Country, due to two of your Minneapolis employees: Pam Higgins and Mary Stupka. As a frequent traveler I'm used to being met with indifference at the check in counter, but they were wonderfully welcoming, laughing and joking with us and everyone else. Their sunny disposition set my travel off to a happy start, despite my flight being delayed. While I usually fly with another carrier, I now feel I should give Sun Country a try, especially if the rest of your staff is as great as they are.

Thanks!

Dave Schneider