

# mspnice award

December 30<sup>th</sup>, 2021

Greetings Managers,

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



Darren Eide & Alan Mure, Sun Country Airlines;  
with Kevin Griffin, MAC T2 Operations

A customer called in complimenting Alan Mure on his outstanding service and willingness to assist her and her husband. Also, she wanted Sun Country to know that her husband and her are building a house in Florida and will now be making SY their airline of choice because of the outstanding/caring service that Alan provided. He was patient and took his time in making sure the customer knew where they were going to make their connection. She wanted everyone to know what outstanding service he provided with his help!