

# mspnice award

February 17<sup>th</sup>, 2016

Greetings Managers,

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



Ana Melo, Sun Country Airlines; Luis Anchondo, MAC; Bruce Luther, Kelli Korpi, and Deb Dworshak, Sun Country Airlines; and Dan Foster, MAC

## Customer compliment:

I would like to say "thank-you" for doing such a great job. I enjoy flying Sun Country. This morning I dropped my wife and two kids off at Terminal II in Minneapolis. The curbside check guys were awesome and very helpful with all our bags and car seats, etc. They made it so easy and stress-free. So I just wanted to say thank you and that type of extra help doesn't go un-noticed