

mspnice award

January 22nd, 2015

Greetings Managers,

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



Stephen Mahon, Ana Melo, and Jack Fisher of Sun Country Airlines, and Scott Skramstad
MAC Manager, Terminal 2 Operations

Customer compliment:

In my absent-mindedness and fatigue, I left my almost new Kindle in the seat pocket in front of my seat. I never realized this until I was outside the terminal and picking up our ride home. I was horrified and figured I'd never see it again. I went back inside the baggage claim office and told them my details. The woman behind the counter was very accommodating and called someone named "Kim" and told her all the info. I was informed that the flight was already boarding for its return trip to MSP so there was no way to check the seat pocket at that time, but they'd pass on my info to the crew that cleans and checks the planes at night.

During the quest to find the Kindle, I had occasion to speak with Jack more than once. He was kind, compassionate, and obviously going above and beyond. He said he had noted the concern in my voicemail and wanted to do his best to reconnect me with the Kindle if at all possible. When it was found he contacted me and was careful to ask me pertinent questions to make sure I was indeed the Kindle's owner. He then explained to me, followed by an email, how to set up a Fed Ex acct etc. Jack, I'm sure, just feels he was doing his job. To me, he's worth 'writing home about'. As a retired RN who supervised other nurses, I often emphasized the importance of 'lavish communication' and going above and beyond whenever possible, and how MUCH it means to the person on the receiving end when one does this. What Jack didn't know was that this Kindle has a precious connection to me as it was a gift from my beloved sister, in thanks for the months I spent with her last spring in Florida following the death of her husband. It has very special, sentimental value to me.

People so often do not realize the huge impact that simple kindness and a personal touch has on others. Today, I'm holding my Kindle, as it arrived this morning. Kudos to Sun Country and to Jack Fisher. **It's because of Jack we will fly Sun Country WHENEVER we fly again.**