

# mspnice award

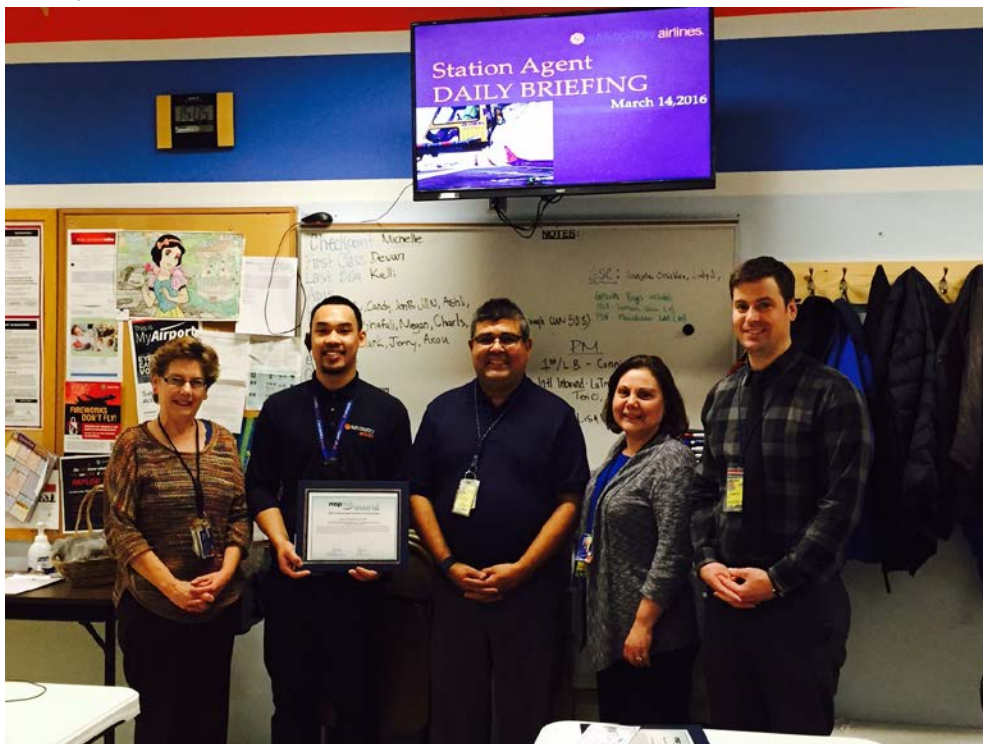
March 16<sup>th</sup>, 2016

Greetings Managers,

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



Cheryl Newman and Jerry Soukhanouobg ; Sun Country Airlines; Luis Anchondo, MAC Asst. Mgr, T2 Operations; Ana Melo, Sun Country Airlines; Scott Skramstad, MAC Manager, Airline Operations

## Customer compliment:

] I just wanted to thank Sun Country Airlines agent Jerry at the ticket counter at the Minneapolis airport. On 1/29, my elderly Mother was flying alone to Florida. Jerry made sure she got to her gate and also asked if she needed to stop for anything on the way. He checked on her twice before her flight to make sure she was ok. And another thank you to the agents at the gateway and to the flight attendants on flight 385. They explained when she would board and when she would depart the plane. Things get a little overwhelming when people get older. Sun Country gets Five Stars for customer service. Thank you again.