

mspnice award

July 20th, 2015

Greetings Managers,

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



Ana Melo and Jessica Brekke, Sun Country Airlines;
with Scott Skramstad, MAC Manager, Airline Operations

Customer compliment:

I am writing this from gate H3, waiting to board SY285 to Seattle. I wanted to call your attention to some OUTSTANDING customer service. Jessica just helped me change my seat assignment in a manner that absolutely made my day. Absolutely first-class treatment- to somebody flying coach!

Anthony Thomas