

mspnice award

December 16th, 2015

Greetings Managers,

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



Scott Skramstad, MAC Manager, T2 Operations;
with Judy Martinez, Sun Country Airlines

Customer compliment:

I would like to commend two of your ticket agents Judy Martinez and Charles Paul. I have been a Flight Att. for 35 years with Delta airlines and obviously have experienced uncountable agents in my time. I flew on SC so I could fly with two of my friends that have never flown before to Las Vegas from MSP on Nov 13th. These two agents were such a delight I can't even tell you! They made the beginning of our journey so much fun and uncomplicated. Their sense of humor and how great they were at their jobs was above and beyond! I sadly had to tell my two very novice travelers that this is not the norm for ticket agents I have encountered.

Please express all of our gratitude to them and acknowledge the great job they did!

Sincerely, Rhonda Lewis and her two sidekicks