

mspnice award

March 2nd, 2015

Greetings Managers,

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



Steve Mahon, Latricia Tremble, Ross Forman, Sun Country Airlines; Dan Foster, MAC Assistant Airport Director; and Ana Melo, Sun Country Airlines

Customer compliment:

** On a recent trip from Minneapolis to Orlando, my family and I had the pleasure meeting one of your employees, Latricia Tremble. She assisted me in a wheelchair while also taking wonderful care of my family, many of who had never been on an airplane. She was cheerful, welcoming, encouraging to those for who were about this fly for the first time. She chatted with the 6 & 7 years olds in my party who were heading to Disney World for the first time. I have enjoyed flying Sun Country from Boston to MN to see family for several years now and have always been impressed with the professionalism and friendliness of your staff. This young woman was the absolute BEST of your employees I have met to date. She should be praised for her attitude and great attitude while doing her job. She represents your airline extremely well.

As I am writing this I am sitting at a gate waiting to return to Boston. She immediately recognized me and came over with a big smile and hug asking how Orlando was.

Please make sure she us up locally recognized as a shining example for your employees to follow.

** The employee that checked us in at sun country Minneapolis was super helpful and kind. Best experience ever. Her name is Latricia.