

# mspnice award

July 31<sup>st</sup>, 2014

Greetings Managers,

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



Jack Simonett, Ana Melo and Susan Nesvold, Sun Country Airlines, with Dan Foster, MAC Assistant Airport Director/Airline Operations

## ★ Customer compliment:

Beyond what would be prescribed as just customer service, this employee is Susan Nesvold. Checking in to go back to Boston I was fortunate to have Susan Nesvold take care of my check in. Being welcoming, building rapport with me as a customer, offering to help in any way, her ability to connect with me as a customer led me into upgrading to first class for my trip back. Really it is only because of her that I upgraded since all my other expenses are paid by my company. Please recognize this wonderful employee that is augmenting your brand.

Thank you

*Alan Berliere*