

mspnice award

March 16th, 2016

Greetings Managers,

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



Scott Skramstad, MAC Manager, Airline Operations; Patrick Follmer and Ana Melo, Sun Country Airlines; Luis Anchondo, MAC Asst. Mgr, T2 Operations; and Steve Mahon, Sun Country Airlines

Customer compliment:

I am writing to express my deepest appreciation for the exceptional service and above and beyond assistance that was provided to my wife by Mr. Patrick Follmer. We checked a large bag and took the smaller carry on with us. During the TSA check, my wife was pulled aside where she discovered during the rush to leave, she had neglected to move a bottle of maple syrup that was given to us. The TSA agent informed her that she had to give it to someone who was not travelling, dispose of it, or put it in a checked bag. My wife was reluctant to dispose of it and asked the agent for an opportunity to speak with someone at the airline counter.

The agent escorted my wife back to the terminal, where she anxiously awaited to speak with someone about the possibility of putting the bottle in her already checked bag. When her turn came up, Mr. Follmer called her up. At this point my wife was already nervous and concerned about the possibility of having to dispose of the gift, but despite being busy, Mr. Follmer took the time to calm her down and assured her that he was going to help her get the bottle on her checked bag. Mr. Follmer then proceeded to call the individuals who were loading the plane, gave them a description of the bag, and told them it was urgent to locate the bag. He

let us know the bag had been located and escorted my wife to the opposite side of the terminal where the bag was. He then escorted my wife through the TSA First Class check in line so that she did not have to wait in the long line a second time. His actions were impressive and demonstrative of great customer service and went the extra mile. This was our first time traveling by Sun Country, but due to Mr. Follmer's outstanding efforts, diligence and superb commitment to customer service, you can rest assured all our future travel will be with Sun Country. Employees of this caliber, dedication and commitment of Mr. Follmer are hard to find.

Sincerely, Jude and Mrs. Joaquin Aguayo