

mspnice award

March 2nd, 2015

Greetings Managers,

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



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

★ Customer compliment:

I would like to recognize an employee of yours that went up and out of his way for my family. We flew from Orlando to Minneapolis on February 3. My autistic son left his hat on the plan.

We didn't realize it until we were in bag pick up. I went back up and found a very nice young man by the name of Ross who stopped what he was doing to go back to the plane and get it for him. I would like to thank him; he helped with what could have been an hour melt down. His service was up and beyond what I expected.

Thank you,
Beth Abbas