

mspnice award

February 17th, 2016

Greetings Managers,

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



Sarah Zak (center), Sun Country Airlines, surrounded by several fellow Sun Country Airlines employees, and Dan Foster, MAC Assistant Airport Director T2

Customer compliment:

I would like to shout out to your ticket agent and flight crew that were on Friday, 1/29, Flight #013 from MSP to Vegas. My son (Kyle) and I were flying there to visit my parents. It was Kyle's 22nd birthday and he had chemotherapy 2 days before (diagnosed with Hodgkin's Lymphoma). I inquired with the ticketing agent at the gate about boarding with first class so Kyle could get settled before everyone got on the plane due to being nauseous (we were in row 26). She said yes, absolutely, but then asked if we would like to be closer to the front to use the first class bathrooms. I agreed and she moved us to row 4. Then this kind woman said she would inform the flight crew about Kyle and his cancer. After a few minutes, she walked over to my son and I to tell us we were boarding first and the pilot would like to meet Kyle and have his picture in the pilot area. After pictures, and sitting in our seats the plane was filling up. The flight attendant kept checking to see if Kyle was ok. Before takeoff, there was one row in first class that was empty. The kind hearted flight crew came to Kyle and I and asked to move there because it would be more comfortable for him. Not once when I asked our ticketing agent to board early, did I think someone/company would go above and beyond like this. Thank you so very much for your generosity and kindness. This momma's heart is overwhelmed by the entire staff! I will only fly your airlines from now on!!