

mspnice award

June 22nd, 2015

Greetings Managers,

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



Scott Skramstad, MAC Manager, Airline Operations;
Tabinda Imran, Deb Buntjer, Sun Country Airlines

★ Customer compliment:

The weekend of June 7th we flew out of MSP airport. We got sent back from security for a bat that we had. Our agent, Tabinda, put us at ease. She was gracious and patient and took us in line for the second time that evening. She made a stressful situation one my daughters and I could smile about at the end, helping us to check the bat instead of chucking the bat out; which my daughter had yet to use with her dad in NY for the first time. Tabinda was respectful of our time, came up with a reasonable solution, and my 9 year old daughter was calmed knowing she got to keep her brand new baseball bat. Tabinda was our gem and we got to the gate just as boarding was coming to an end. Also thanks to Tabinda, she was able to arrange our seats so that I could sit with my 7 and 9 year old daughters.

Thank you for your professionalism and kindness!