

July 18, 2013

Greetings Managers,

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

Way to go!

Linda Lewis, MAC
Facilities
Supervisor with
Kristine Fletcher,
Sun Country
Airlines



CUSTOMER COMPLIMENT

My phone had fallen out of my pocket while I was walking to my gate, and Kristine Fletcher at the Sun Country H6 gate was incredibly helpful and exceedingly nice with helping me to locate my phone. I had asked other airport employees for help, and nobody could assist me in where I should go to fill out a lost item form or talk with anyone. Kristine did a great job of being a friendly ambassador for her airline and the airport and should definitely be commended.

-Chelsea