

# mspnice award

July 15<sup>th</sup>, 2016

Greetings Managers,

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



Scott Skramstad, MAC Manager, T2; Ger Cha and Ana Melo, Sun Country Airlines; and Dan Foster, MAC Asst. Airport Director, T2

## **Customer compliment:**

I am writing in regards of my parent's experience. They recent flew with Sun Country Airlines from MSP to DCA and were very pleased with the agent Ger Cha in assisting them to the gate. My parents are non-English speaker and she was able to communicate and help them even with the language barrier. We would like to say she did an excellent job and am very pleased to have her assistance.