

# mspnice award

October 11<sup>th</sup>, 2016

Greetings Managers,

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



Luis Anchondo, Asst. Manager, T2; Kathryn Walker, Sun Country Airlines;  
and Dan Foster, Assistant Airport Director, T2

## Customer compliment:

I travel constantly for work. Last night was my first Sun Country flight. My corporate travel office booked me on Sun Country instead, at the last moment. Honestly, I was extremely concerned that this was going to be a terrible experience. I could not have been any more wrong. The experience at the ticket counter was amazing. Your employee Kathryn was absolutely amazing. Kind, considerate and went above and beyond. She noticed me trying to find an aisle seat at the kiosk (I am 6'-4") and she quickly swung into action. I figured I must have found the one person left in the airline industry that was kind and nice. Later on at the gate, I watched her in action. She was the same to everyone. When I boarded, I noticed she had me placed in the exit row. This is when I met Donna, one of your flight attendants. By far and away, the best flight attendant I have ever experienced in my 10+ years of logging what must be over 1,000 flights. She was funny, nice, entertaining and such a great ambassador. When I told her in all honesty that I had never heard of Sun Country, her ears perked up and she instantly told me the history and how customer service is the key to their success.

That is the truth. The flight was great, the service was amazing. Before I stepped off the plane she came up to ask if my flight experience was good and asked me some questions. She also gave me some plastic Sun Country wings for my kids and as a reminder to come fly Sun Country again.

I'm sold! Great service, amazing employees and a hidden gem in the sea of substandard airlines that gave up their focus on customer service a long time ago. Honestly, I thought I had gone back in time.

Please, recognize your Kathryn. She was my first introduction to Sun Country. And please, recognize Donna your flight attendant, my second introduction to Sun Country. What amazing ambassadors and what great service.

I have written a few negative comments to airlines over the years, and so very excited to find a first time that I can honestly say - thank you for the great service.