

# mspnice award

November 28<sup>th</sup>, 2016

Greetings Managers,

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



Ana Melo and Melissa Ritchie, Sun Country Airlines,  
with Dan Foster, MAC Assistant Airport Director, T2

## Customer compliment:

I recently traveled to Fort Meyers from MSP. While we had some questions with our ticketing, and we hadn't gotten much help from the online or phone customer service with Sun Country, I opted to try the ticketing counter at the airport the evening before our departure. When there, I was greeted by Melissa Ritchie, she took the time to look into our travel concerns (traveling with four minors, two adults, and no way to verify seating). She took the time to look for me and ease our nerves and verified that we would indeed be sitting in groups of two and one group of three. I left quite happy with the service given to me. But it didn't stop there. When we arrived Friday morning to check in Melissa recognized me, personally came and got me and the six others I was traveling with and checked us in personally. Did she have to do this? No, but she did! After we were all checked in, the adults were talking about what great service she gave us and how awesome Melissa was. It wasn't until we were at the gate and she waved to us there that I decided we needed to get her name and let Sun Country know what an amazing employee they have. Far too often we only hear criticism and complaints. We have zero complaints with Melissa Ritchie, and want Sun Country to know you have a five star employee and have gained some great Sun Country customers based on Melissa's interactions with us! Thank you Melissa!