

# mspnice award

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

Greetings Managers,

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



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

## Customer compliment:

I just wanted the HQ corporate office to know about my stellar experience with your airline on Sept 5. I had an issue related to returning my rental car at the MSP airport which led to a missed flight. I explained my situation to Patricia at the airline counter. She was so kind, empathetic, and caring during this process. She was able to rebook me onto the next flight. I was expecting a huge fee, but she said that I could be rebooked at no additional charge. While this is extremely generous, the experience I had with Patricia is what I will remember most. I believe that great customer service is the surest way to build loyalty between a company and its customers. Both Patricia and Sun Country are prime examples of how this is successfully achieved.

I look forward to flying with Sun Country in the near future!