

mspnice award

October 11th, 2016

Greetings Managers,

One of your employees, William Germann, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize William for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 William!



Scott Skramstad, MAC Manager, Airline Operations with William Germann, Sun Country Airlines

Customer compliment:

- ★ William was the best most helpful person any one could wish for. We had my son and family with, a 16month old and 2 year old. He was helpful and friendly beyond belief at 5:00 AM. Please give him some kudos for his effort.

This is why we fly Sun Country whenever we can.