

# mspnice award

October 24<sup>th</sup>, 2017

Greetings Managers,

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



Dan Foster, MAC Terminal 2, Asst. Director; Frank Miller, Cheryl Newman Mark Sembrowich, and Ana Melo, Sun Country Airlines

**Customer compliment:** My mother who is 87 and I flew into MSP from El Paso, TX. We were on the escalator going down to baggage claim, the escalator jerked and stopped and then started again and jerked and stopped completely the 2<sup>nd</sup> time. My Mother ended up being thrown down the escalator and rolled past me. I screamed and one of your employees ran to the scene. He called 911 and the ambulance arrived.

My sister, who had come in on another flight, saw us and came over to the scene with us. The ambulance took my Mother to the hospital and my sister and I had to get our luggage and rental car. Mark & Frank assisted us in getting our luggage, they asked what the luggage looked like and I described our bags. Frank and Mark already had a cart to put the luggage on! We then had to wait to pick up the rental car and they showed us where to go and took our luggage along while they waited as we got the car. We were both very shook up and worried and they were such a big help getting us where we needed to be and on our way to the Hospital- they even gave us directions. We were so lucky to have them helping us. These two were like angels that guided us through so we could get to the Hospital and see how our Mother was. You are very fortunate to have employees like these two that go above and beyond what is expected of them and do more than what their job description is. They helped us so much and I remember thinking how lucky your company is to have them. You have two employees that Sun Country should be very proud to have!

*Thanks, Candace McCann*