

mspnice award

October 24th, 2017

Greetings Managers,

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



Dan Foster, MAC Terminal 2, Asst. Director; Ana Melo and Matt Michalski, Sun Country Airlines; and Luis Anchondo, MAC Terminal 2, Asst. Manager Operations

Customer compliment: I have a bad hip and needed wheel chair assistance. I was greeted by a very charming and helpful individual Matt Michalski. He wheeled me carefully, announcing every bump in the way, got me through security, helped me with my shoes, and paid attention to my every need. Yours is truly the "Hometown Airline" since I was treated with exceptionally wonderful service. Thanks to Sun Country and especially to Matt.