

# mspnice award

June 8<sup>th</sup>, 2017

Greetings Managers,

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



Ana Melo and Matthew Michalski, Sun Country Airlines;  
with Scott Skramstad, MAC Manager T2 Operations

## **Customer compliment:**

We flew on May 11th from MSP to SEA with my aunt and uncle who required wheelchair assistance. We want to say what a positive experience it was for them. The employee who helped us was named Matt. He was outstanding in handling my aunt and uncle. He made it seem so effortlessly. He is truly an outstanding employee!