

# mspnice award

May 30<sup>th</sup>, 2017

Greetings Managers,

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



Dan Foster, MAC Assistant Director, T2 Operations; Robyne Frechette, Sun Country Airlines; and Scott Skramstad, MAC Manager, T2 Operations

## Customer compliment:

I am a teacher and my wife does day care for a living so vacations don't happen very often in our house. When we were invited to a wedding in Mexico, my wife and I decided to save up our money and take our family. I have been blessed with three great boys, two of the three had never been on a plane before and I'm not the best flier myself. To say I was nervous was an understatement. Add to the fact that I couldn't set my seats online before the flight because we went through a third party, the night before our flight I was a wreck. Not knowing if we were all going to be able to sit together on an international flight might not seem like a big deal to you but it was huge for me. When I called your customer service line to explain the problem to them they were very nice and said to get to the airport early and the gate agents would take care of it for me. Sure enough we got to the airport in the morning and were met by Robyn Frechette and Cheryl Newman. Robyn was in training and Cheryl was assisting her. The two of them immediately assured me that they would take care of it and made sure we were all seated together. They interacted with my children and calmed them down as well. In addition to my departing flight they also got my seats taken care of for the return flight. I know you're probably saying "Well that's their job I'm glad they did it." It was the manner in which they did it that will keep me flying Sun Country. You have two great employees and in a world where I know people call and frequently complain about things I wanted to make sure that people like Robyn and Cheryl get credit for calming a nervous family taking their first ever vacation. Knowing my seating assignments for the flight home was taken care of really allowed me to relax and enjoy a great vacation with my family. If you can please pass along my gratitude to Robyn and Cheryl I would greatly appreciate it. Great customer service is crucial for any business and my family and I were blessed to meet with them that day. Thank you! *The Wessel Family*