

mspnice award

May 25th, 2017

Greetings Managers,

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



Sylvia Rutledge, Sun Country Airlines; and Dan Foster, MAC Assistant Director, T2 Operations

Customer compliment:

I just wanted to give some compliments to one of the ticket agents that helped my girlfriend and I out. We had a really rough time getting to the airport and ended up at the ticket counter just a few minutes short of the check-in time. We thought that we'd be rescheduled for late the next day and miss out on a whole 24 hours with my family, who I was already spending a very short time with due to work. But she RAN out into the terminal to catch us and got the two of us and one other lady into the flight. We had to sprint, but all three of us just BARELY made it before the doors closed and even our luggage made it! Anyway, we were too distressed to check her name, but she really saved Christmas for all of us and turned a very negative experience that would have turned us away from Sun Country into a very positive one!