

mspnice award

March 13th, 2015

Greetings Managers,

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



Matt Grimm, MAC Manager Concessions and Business Development;
with Sean Blanford, HMS Host; Elijah Harkness, Starbucks, and Roxanne Viska, HMS Host

Customer compliment:

I am writing this email to let you know of Elijah, who works at the Starbucks in the Main Terminal of MSP Airport. He has waited on me twice and always with a beautiful smile. He is so pleasant and always professional. Please let him know of his OUTSTANDING service and attitude.

Thank you,
Nancy Yeager