

mspnice award

March 11th, 2016

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development;
with Gwen Gill, Brigitte Paris, and Kerry Panner, Caribou Coffee

★ Customer compliment:

Gwen brings a sparkle and a personalized touch to her work, bringing out smiles in us customers. I may only see her a few times a year when I fly to travel, but she greets me as an old friend, in a way that lifts me out of any feeling of fatigue or overwhelm from my night of packing and the hassles of getting to the airport and thru security. Gwen's upbeat attitude and gift of truly SEEING and connecting with each person she comes in contact with (from what I've observed) is worthy of recognition. It comes across, loud and clear, that she LOVES LIFE - and PEOPLE - and shares that spirit freely with the rest of us!