

mspnice award

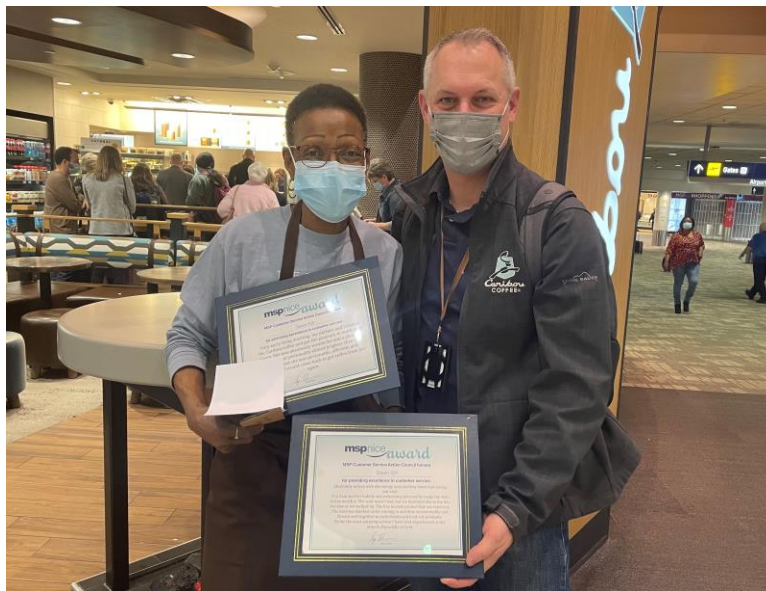
March 16th, 2022

Greetings Managers,

One of your employees, Gwen Gill, was recently awarded with two MSP Nice Awards. 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!



Gwen Gill and John Shabelski, Caribou Coffee

Customer compliment:

****Very early thing morning, my partner and I visited the Caribou coffee and got the pleasure to work with Gwen. She was absolutely wonderful and a pleasure to meet. Her personality shined brighter than the sunrise and she was personable, efficient, and welcoming. I would come back to get coffee from her again.**

****Absolutely in love with the energy and courtesy Gwen had during our visit. It is 5am and her bubbly and welcoming personality made the wait in line worth it. The wait wasn't bad, but we hesitated due to the line we saw as we walked up. The line moved quicker than we expected. The baristas thanked us for coming in and they moved swiftly and flowed well together to push drinks and food out promptly. By far the most amazing service I have ever experienced at the airport. Especially at 5am.**