

mspnice award

December 13th, 2019

Greetings Managers,

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



Honor Lamont and Laura Keys, Caribou Coffee

Customer compliment:

I visited the Caribou on F at 4:45am today during an early morning shift in need of some coffee. As I walked up Honor and Yetbark were engaging with the new holiday merchandise, laughing about the new coffee mugs, and just generally creating a fun and playful atmosphere. They quickly shifted that playful focus to me as a guest, working together to make me feel welcomed, take my order, and quickly make me a delicious cappuccino, all with great eye contact and smiles. They are a wonderful team to make travelers feel welcomed and grounded before they take off.