

mspnice award

November 5th, 2014

Greetings Managers,

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



Thomas Williams, HMS Host; Keysha Hill, Starbucks; Matt Grimm, MAC Manager, Concessions & Business Development; and Butch Howard, HMS Host

★ Customer compliment:

I normally do not fill out any feedback forms but I had a wonderful experience at your Starbucks on Wednesday and Thursday. Long story short, I was having a really bad day on Wednesday and was recovering from a cold. I was greeted by your barista Keysha who went out of her way to try and make my day better. She asked me how my day was and where I was traveling. She was very nice and kept a nice balance between caring about her customers and helping the line continue to move. It was very nice to meet Keysha and when I returned to the airport the following day, she remembered that I was there on Wednesday and was again incredibly pleasant. Please pass along my compliments to Keysha and thank her for her fantastic service.