

# mspnice award

December 16<sup>th</sup>, 2015

Greetings Managers,

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



Matt Grimm, MAC Manager Concessions & Business Development,  
Muein Negash and Bob Trumbull, Caribou Coffee

## Customer compliment:

Super hard working crew! The store manager went out of his way to make my drink the way I like it. He also informed me about the different blends of coffee caribou has and I'm very satisfied with what he helped me pick out!