

# mspnice award

January 9<sup>th</sup>, 2015

Greetings Managers,

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



Matt Grimm, MAC Manager, Concessions & Business Development with  
Tory Silaphet, Caribou Coffee

## ★ Customer compliment:

I just wanted to write in and say a huge Thank You to Caribou Coffee for the outstanding customer service you provide. I had a quick layover in Minneapolis and had very limited options for food and drinks. I also had a very cranky 2 year old to take care of! The gentleman working gave heated up a warm milk for my child's bottle free of charge. After a long first flight, and dreading my second flight this was a little gesture that helped make my day a little better, and helped my little one sleep on our last flight. I can't thank this company enough for the great customer service you provide and the yummy drinks and treats!!