

mspnice award

September 25, 2013

Greetings Managers,

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



Becky Zwart, MAC Concessions Manager and Kerry Panner, Caribou Coffee Manager with Caribou Coffee employees Eli Vaughn, Laurie Holland and Stephen Gifford

Customer compliment:

I wanted to commend the awesome customer service of one of your staff members at the Minneapolis airport at Caribou Coffee. The employee's name was Gifford, it was busy, and he was gregarious and precise. He didn't solve any specific problem - he was just skillfully managing the chaos of the early morning rush, moving orders through the system quickly, and providing service and camaraderie with a smile and some pleasant banter. We were traveling with a baby, so this was especially appreciated. Needless to say, it's a lot better service than I ever expected at an airport. Working in a service industry (at an airport, no less) can be a grueling job - I know from experience. Please see that he gets recognized.

-Thanks, David