

mspnice award

September 25, 2013

Greetings Managers,

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



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 was helped this morning by Laurie H. I was incredibly impressed with her customer service. She was more than willing to help and didn't make me feel silly about the questions I asked. She definitely deserves some recognition; she's making the company look awesome!

-April