

mspnice award

September 25, 2013

Greetings Managers,

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



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 don't usually send these kinds of messages but decided I needed to after my experience at the MSP airport Caribou this morning. I have never had such amazing service. Eli was cheerful, helpful, and made me want to keep coming back for more. We had a lengthy order and she was able to remember it and fill it before it was even rung up. She was moving a lengthy line through very quickly - and all at 4:00 am!! I was so impressed with her! While we were waiting for our drinks, we even heard her take a man's order completely in Spanish, without even flinching. This is why we keep coming back to a company that has such great employees. Thank you Caribou and thank you Eli for some exceptional service in the MSP airport, concourse E!!

-Jessica