

mspnice award

August 31, 2016

Greetings Managers,

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



Brigitte Paris and Biaka Kay, Caribou Coffee;
with Liz Grzechowiak, MAC Asst. Director Concessions & Business Development

★ Customer compliment:

Bianka had a beaming smile on her face that was infectious, and she and I bonded over our mutual love of Disney. Very friendly service that made my morning all the better!