

mspnice award

December 14th, 2016

Greetings Managers,

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



Isabella Rhawie, MAC Manager CMAA, with Peter Stohl, Bianka Kay, and Brigitte Paris, Caribou Coffee

★ Customer compliment:

After a long flight and annoying delays, I stopped in to Caribou while waiting for my ride. Being an airport I expected to be rushed and treated as just another cup of coffee, but Brigitte made me feel welcome, we chatted, well, I vented about my flight, and she listened while making my drink. She also showed me where I could plug in my computer and charge my phone... bonus points there!!

Thank you Caribou for turning my day around!