

mspnice award

September 12th, 2016

Greetings Managers,

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



Lilith Bushway, Caribou Coffee; Matt Grimm, MAC Manager CMAA;
and Keisha Mix, Caribou Coffee

★ Customer compliment:

I wanted to contact you regarding the excellent service we received at the Minneapolis Airport on July 27th. My server was Keisha M. She was entertaining but had excellent customer service. She made my wife and I feel fantastic. I would like to recommend she receive a “job well done!”

I wanted to let you know of her excellent customer service. If you mention this to her, please let her know that her mention of my wife’s wedding ring made us smile. She is such a strong Chicagoan and I went to school in the same area.

Than you, Mark Ozog