

# mspnice award

September 12<sup>th</sup>, 2016

Greetings Managers,

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



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

## ★ Customer compliment:

Lilith is a bright spot in my work day. She is always friendly and greets my by name. Many times I have my drink waiting for me before I even get to the counter to order. It is amazing that she can do this for myself and others when there are so many people in the airport environment that she is working in.  
Great job!