

mspnice award

February 16th, 2017

Greetings Managers,

One of your employees, Catherine Orecchia, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Catherine 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 Catherine!



Matt Grimm, MAC CMAA; Catherine Orecchia, John Shabelski, Nicole Goldberg and Kerry Forbes, Caribou Coffee

★ Customer compliment:

** She is one of the extremely friendly employees who makes a visit to this Caribou a lovely experience. She wants to please, calls me by name, thanks me by name, wants to have a good rest of my day. Very nice employee!

** She was very sweet and patient with me even though I was pretty slow and sick. She was so kind and really put a smile on my face.