

# mspnice award

October 19<sup>th</sup>, 2017

Greetings Managers,

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



Nicole Goldberg and Gwen Gill, Caribou Coffee; and Matt Grimm, MAC Manager, CMAA

## Customer compliment:

\*\*Gwendolyn is the best part of The Minneapolis airport and I look forward to seeing her every trip. She is kind and warm to everyone she meets and greets a lot of people by name. She can cheer up even the most upset traveler.

\*\*Gwen is a sweet soul. She is so nice to everyone. When I told her I was glad to see her again, she came out and gave me a big hug. Makes a guy feel pretty special! Love, Peace, and Joy  
Gwen!