

# mspnice award

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

Greetings Managers,

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



Catherine Orecchia and Jamie Schwartz, Caribou Coffee;  
Travis Schuckert, Supervisor, Information & Paging; and John Shabelski, Caribou Coffee

## ★ Customer compliment:

The Caribou at the MSP airport can get extremely busy and crazy. The staff never rush you and are always happy to answer your questions. As a pilot I'm always happy to fly in here and go to Caribou. Cat and Jamie helped me make my decisions because I'm not a regular coffee drinker. Super nice and polite