

mspnice award

November 17th, 2017

Greetings Managers,

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



Brigitte Paris, John Shabelski, Likyelesh (Lucky) Tilahun, Caribou Coffee; and Matt Grimm, MAC CMAA

★ Customer compliment:

Lucky is the mixologist at this store and does not miss a beat no matter how swamped they are. She always smiles and is like an automatic machine when it comes to making everyone's order and always a thank you when she is done. Awesome!