

# mspnice award

April 17<sup>th</sup>, 2017

Greetings Managers,

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



Butch Howard, HMS Host; Lily Olson, Starbucks;  
and Dan Boivin, Chairman, Metropolitan Airports Commission

## Customer compliment:

I am pleased to share that one of HMSHost's associates at MSP has just been honored as an inductee into the Customer Service Hall of Fame. HMSHost's Customer Service Hall of Fame recognizes our employees who have gone far above and beyond delivery of our Five Star Customer Service standards, and whose actions have significantly enhanced a traveler's experience at one of our dining operations.

Lily Olson, Lead Barista at Starbucks, has delivered such service. Lily has been employed with HMSHost since 1992, and has become a leading example of best-in-class customer service. Lily demonstrates a commitment not only to delivering a great guest experience but also a deep appreciation for her job with HMSHost and Starbucks at MSP. She became a celebrity of sorts at the airport when her great personality and giving nature made an extremely positive impact on a guest, who happened to be renowned motivational speaker, Ryan Estis.

Ryan was traveling on Christmas Eve and stopped at Starbucks where he met Lily. Not only did she take the time to make his drink extra special, she asked his name, where he was going, and was truly interested in hearing about his plans with his family. When he left, Lily said, "Ryan, have a safe trip back to Cleveland and go create some extraordinary memories with your family. When you come back through Minneapolis I want you to stop here and tell me all about it." Ryan was so impressed by the service he received from Lily, and how she made him feel, that he featured the entire experience in his inspirational leadership presentation entitled "Pouring Happiness". Lily continues to deliver this level of guest service to hundreds of passengers at MSP every day.

I am extremely touched by the service and generosity of many of our associates. I hope you'll feel as inspired by Lily's story as I have been.

*Sincerely, Steven L. Johnson, President & CEO, HMSHost*