

# mspnice award

December 29<sup>th</sup>, 2017

Greetings Managers,

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



Brigitte Paris & Lisa Dralle, Caribou Coffee; with Matt Grimm, MAC CMAA; and John Shabelski, Caribou Coffee

## Customer compliment:

Lisa is great! I absolutely adore the enthusiasm she brings at 5 in the morning. She greeted me with a smile and a good morning. The Christmas tree upon her head was cool. This just shows me someone who enjoys her job and is happy to be there serving us customers. Thank you Lisa for brightening my day!