

mspnice award

November 22nd, 2017

Greetings Managers,

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



Kerry Forbes, Meheret Zerai, Laura Keys, and John Shabelski; Caribou Coffee

Customer compliment:

Meheret was amazing, she helped me decide on a drink because I didn't know exactly what I was craving. She was patient with me making my decision. She had a warm personality that made me feel comfortable. She made sure my drink was made exactly the way I wanted. She deserves recognition for her outstanding customer service.