

# mspnice award

December 5<sup>th</sup>, 2018

Greetings Managers,

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



John Shabelski, Caribou Coffee; Katlyn Schenck, MAC; Bianka Kay, Brigitte Paris, and Gwen Gill, Caribou Coffee; Lindsay Scherer and Travis Schuckert, MAC

## Customer compliment:

- ★ She is always wonderful. Bianka is cheerful and happy to see me. Everyone should be greeted the way she does. She also knows everyone's beverage of choice and their name, which is amazing.