

# mspnice award

March 28<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 and Bianka Kay, Caribou Coffee

## Customer compliment:

It is Spring Break here, and this store was packed but Bianka K. and the rest of the crew were awesome with service and a smile. Great job!