

mspnice award

September 18th, 2018

Greetings Managers,

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



Brigitte Paris and Gwen Gill, Caribou Coffee; and Matt Grimm, MAC Manager, CMAA

Customer compliment:

I flew out of Minnesota/St Paul Airport this morning and wanted to let you know about the great service I received from your representative. Although it was early, she was positive, helpful and friendly. Her attitude (and the coffee) perked up this rather tired traveler! The receipt has the name 'Gwendolyn G' on it. Your coffee and food items were also excellent - far better than I expected at an airport. I don't recall ever visiting one of your store before, but you have made a wonderful first impression.

Best Regards, Paul