

mspnice award

May 16th, 2018

Greetings Managers,

One of your employees, Red Sky Mountain, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Red Sky for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Red Sky!



Matt Grimm, MAC Manager, CMAA; Red Sky Mountain, Nicole Goldberg, and John Shabelski, Caribou Coffee

Customer compliment:

Longtime fan of Caribou Coffee (Although there are no stores near where I live).

Yesterday evening my wife and I had the pleasure of visiting your store in the MSP Airport. Purchased a pound of Coffee and a ceramic mug. The young man at the counter was very careful to point out that we had picked a decaf coffee (which was what we wanted) and was very resourceful in finding a way to secure the ceramic mug so that it would not be broken during our flight. I would like to commend him for his attention to detail and his friendly and helpful service. He went far above what was expected and showed us what the culture of Caribou Coffee is all about. Please extend our thanks to that store and hopefully that gentleman will remember and know that he made a difference.

Thank you!! Kent