

mspnice award

January 12th, 2018

Greetings Managers,

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



Brian Ryks, MAC CEO; Rodo Abdikadir, Ryan Josephson, Zulianna Speltz, Whitney Cardon, Starbucks/HMS Host; and Liz Grzechowiak, MAC Concessions

Customer compliment:

I want to thank the employees who were working on Christmas Day who took care of my daughter. You see my daughter was robbed of all her money, and phone. She went to Starbucks in Minn. Airport with an empty water bottle to ask them to fill with tap water. After they heard her story and that she had been stranded at LAX for over 24 hours and hadn't had anything to eat they all pitched in and got her a sandwich, drink and some goodies along with a tree ornament. My daughter was so touched by this and I am so thankful to hear someone took care of her in her time of need. After all the horrible things that happened to her on Christmas Eve your employees showed her there are good people in the world.

Thank you Starbucks - the McCaslin family in Maryland