

mspnice award

July 25, 2019

Greetings Managers,

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



Brian Olsen, Caribou Coffee, with Tommy Drake, Mgr., Concessions and Business Development, MAC and Caribou Coffee Managers

Customer compliment:

Very speedy service with many people in line at the airport. Friendly greeting and asked how my day was going.

Customer service was phenomenal, as I dropped my coffee and went back to ask for a refill.