

mspnice award

February 13th, 2019

Greetings Managers,

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



Matt Grimm, MAC CMAA; Brigitte Paris, John Shabelski and Kerry Forbes, Caribou Coffee

Customer compliment:

After waiting over an hour and a half in line for security to get my family through, coffee was just what I needed. Brigitte was attentive and curious. I was already upset from just trying to get in the airport and she smiled and greeted me with kindness. She listened to me rant and told me she hoped the rest of my trip is better. I guess I didn't expect the employees to be friendly when they were dealing with upset people trying to get to their flights. But she and the team were a complete mood changer for me. Now I will sit back and enjoy Aruba! Thank you Caribou you now have a lifelong customer.