

mspnice award

March 1st, 2019

Greetings Managers,

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



John Shabelski and Britney Commons, Caribou Coffee; and Matt Grimm, MAC Manager, CMAA

Customer compliment:

Cheers!! My name is Roosevelt and I'm a faithful customer at Caribou Coffee and I usually visit the location in Concourse A and I notice the attitude of Britney and her customer service skills, especially when Britney working with one arm, because she slipped and fell on ice and her spirit and mannerism was awesome. Please reward this employee Britney, because a person like her deserves it.