

mspnice award

September 27th, 2019

Greetings Managers,

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



Laura Keys and John Shabelski, Caribou Coffee

Customer compliment:

Laura is always kind and welcoming. She focuses on the customer and not the growing line behind them. She is always 100 percent accurate with my order.

Thank you Laura for making my early morning start a little better. :)