

mspnice award

July 17, 2019

Greetings Managers,

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



Nicholas Ulmer, Caribou Coffee, with Tommy Drake, Manager of Concessions and Business Development

Customer compliment:

He seemed knowledgeable and confirmed order to be sure he got it right. At the same time he was friendly and quick.

In an airport with long lines, it can be difficult to stay focused on the customer and he did a good job.