

mspnice award

May 9th, 2016

Greetings Managers,

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



John Nelson, WDFG; Amalinda Wilander, Aveda (WDFG); Annie Garnett, Aveda (WDFG); and Isabella Rhawie, MAC Manager Concessions & Business Development

Customer compliment:

Hi! My name is Jenny and I was trying to pass a significant amount of time in the MSP airport when I decided to check out Aveda. Upon walking into the store the employees were so warm and inviting and asked if there was anything they could help me with. We got to talking and I told them I had quite a bit of time, as my friend that was picking me up was stuck in traffic. They suggested that I get a massage per buying a light the way candle. The massage was AMAZING and I did not feel as if I got off a plane minutes prior. I was perusing the store post massage and sampling the makeup. Annie Garnett offered to try out a smoky eye on me (I had a party I was going to after). She did a wonderful job! She then helped me with any questions I had. She gift wrapped gifts I had bought that I was taking to the party I was heading to immediately after leaving the airport. I thanked and thanked her, she said it was her pleasure and it makes her day to make others day. So I just wanted to let you know what a rockstar employee you have and I will definitely be telling others of my wonderful experience and will be stopping through anytime I am in this airport!

In love and light, Jenny Bredeken