

# mspnice award

February 8<sup>th</sup>, 2023

Greetings Managers,

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



Rachel Smith and Dee Vogel, Aveda

## Customer compliments:

I came into your store today just to browse not really looking to buy and I saw some of your products and your worker, Dee really helped me out and I really enjoyed speaking with her. She's very personable very efficient professional she found me the products I needed and she wasn't too "just trying to make the sale" technique. She genuinely cares about fixing the problem. I appreciated her genuine advice and kind tone, you don't come by that too often in sales nowadays and I just wanted you to know that you have employed a great worker and it would be a real loss if she ever left. Lastly, if I'm ever at the airport again, I'll definitely stop by Aveda!

Thanks! Felicity