

# mspnice award

February 16<sup>th</sup>, 2017

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, Dufry - Hudson Group – WDFG; Rachel Smith and Annie Garnett, Aveda; and Isabella Rhawie, MAC Manager CMAA

## Customer compliment:

I wanted to write today regarding the absolutely OUTSTANDING customer service I received from Annie in your Minneapolis Airport store. I shopped in early December before flying out, with the intention of getting Pure-Fume in several scents and was also looking for a lip color. Annie was accommodating, friendly, upbeat, knowledgeable and extremely helpful. The color I was looking for wasn't in stock, however, she demonstrated how I could get a similar color with a liner and a gloss. SOLD! And I was so happy! I'm not a shopper...in fact, I can't stand it. I know what I want/need and that's what I go in for. If it's not available, I don't stick around to browse other items. Annie, however, was so extremely engaging. She was also patient with me as hemmed and hawed about what to get and provided service at a level that I was so pleased with, I just kept shopping. When I left, I literally felt like I had just been hanging out with a friend - it was that comfortable.

I've had her card on my desk since that experience will be the full intention of going to Annie for all my Aveda needs, even though there is an Aveda store less than a mile from me. This past week, I called Annie to order some other items. I will continue to do so and will stop to see her when in the airport because she made the experience so great. She is a true gem and I am happy that I had the opportunity to meet her in the MSP store.

*Thank you,  
Angela Dockendorf*