

mspnice award

August 2nd, 2017

Greetings Managers,

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



Nick Maddox, St. Croix Airport Retail; Wesley Welshans and Galina Korinek, Kiehl's; Isabella Rhawie MAC CMAA; and Audrey Johnson, St. Croix Airport Retail

Customer compliment:

*I am flying through MN airport today and I had to send you an email regarding one of your employees, Galina at the Kiehl's store. She is amazing! I walked in after missing my flight & had no luggage and she went above & beyond! What an asset to have an employee with such a great personality & an amazing product knowledge. I wish I flew thru your airport more often so I could buy my Kiehl's products from her only.

Thanks for making my day & for such a great retail experience.

Best, Susan Horsfall

*I wanted to send you a quick message letting you know how great Galina is. She is so kind and professional. She took her time and explained to me everything about the product. Absolutely love it.
Ibeth Arias

*Galina @ the Kiehl's in the Minneapolis airport store helped me out so much today!! She was very informative and helpful and made a point of listening to my face/ skin concerns!! Inspired me to buy more for me (not a usual occurrence) and also something for my husband as well!! Thank you for hiring such an amazing attentive and kind employee.
Sincerely, Heather Jagard, traveling through to Idaho