

mspnice award

January 27th, 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; Annie Garnett, Aveda (WDFG); Isabella Rhawie, MAC Manager Concessions & Business Development; and Amalinda Wilander, Aveda (WDFG)

★ Customer compliment:

I would like to recognize the sales efforts of Annie at the Minneapolis airport store. I had come into try the Aveda tea by a co-workers recommendation. It had been a stressful travel week and I could have had a complete melt down. Annie was courteous, complimentary and I walked out feeling better than I did when I walked in.

In addition, I walked out \$120.00 richer with Aveda product!

Thank you, Judy Mangos