

mspnice award

February 25th, 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!



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

Customer compliment:

I arrived at MSP at 8 am, and missed my flight and I learned the next flight out did not leave until 7:40pm. I noticed my normally dry hands from winter were now parched and cracked. I saw the Aveda store and decided they likely had small travel size hand creams. I walked in, and asked for a small tube of hand cream. I must have looked a little weather-worn, because Annie asked if I would like to sit down and have a hand massage. My hands were and skin was sore and cracked. I was embarrassed to show her my hands, but she said cheerfully that she had seen and worked on hands and feet that were so much worse, and that she would be happy to do this for my hands. I sat down and she kindly rubbed the Hand Relief cream into my hands. She asked if I wanted a shoulder rub, and she was so wonderful. She was so kind, relatable, and a great salesperson, but also, the kind of salesperson you walk away happy that you encountered them, not upset that they upsold you on things you did not want. I asked her if I was allowed to tip her since she was so wonderful, and she told me she is not allowed to take any tips, that she signed an agreement with your company. Rather, she makes a commission on what I purchase. She suggested that I generously tip someone else that provides a service while I am on my trip instead. I then decided I needed to buy more product since she was so great to bump up her commission a little since I could not tip her, so I asked her about oils for dry split ends. She then put a few drops of oil Dry Remedy Daily Moisturizing Oil in my hair and combed it through. My hair felt really soft after that, so I bought the oil. I walked into your store down-trodden – really. By the time I left, I had a big smile on my face. I felt relaxed, my hair smelled good, my hands were not sore any longer, and I had the chance to meet a kind person who cares more about others than herself, yet has a heart for selling great products to people who will benefit from them. She was truly happy to work for your company, and I appreciated that attitude. I am still at the airport, nearly 11 hours after I missed my first flight, and I am so happy to say I made it through this long day because of your employee, Annie. With pink hair and a great kind smile, this Washington DC business traveler wanted to let you know how grateful I was to have a boost in my day that was otherwise tiring and disappointing.

Very Respectfully, Laura Blichfeldt