

mspnice award

April 22nd, 2015

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!



Lisa Krystofick , Aveda- WDFG; Andrew Penkert, WDFG; Annie Garnett, Aveda- WDFG; Isabella Rhawie, MAC Manager Concession & Business Development; and John Nelson, WDFG

★ Customer compliment:

My job is very stressful, and I love to treat myself to a product from the Aveda store when I get the chance. On several occasions Annie has gone above and beyond to make my visit extra special! She always recommends new products I would enjoy and tells me of the personal benefits she receives from certain products. Annie has great knowledge and passion for Aveda, and exceptional customer service skills that she expresses during all my visits to Aveda. My last visit Annie offered me a hand massage, and it was so nice that I wanted to express to you the appreciation I have using Aveda products, and the high level of service I receive from Annie at the Aveda store.

Sincerely, Laurie Chaplin