

# mspnice award

April 22<sup>nd</sup>, 2016

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; with Ariana Caldero, Aveda (WDFG);  
Amalinda Wilander, Aveda (WDFG); and John Nelson, WDFG

## ★ Customer compliment:

I am writing to you to let you know about the great service I received in your store on Thursday, April 7th! I am a flight attendant and had a couple of hours between flights and decided to stop in to pick up some hairspray and look around a little with one of my colleagues. We ended up spending quite a bit of time being pampered with massages, hand treatments, scalp analysis, etc. A young lady named Ari, was helping us and was so friendly, helpful and patient with us as we asked numerous questions. She was a wealth of information to us and so gracious, never making us feel as though we were a bother at all. What a gem!

So many times we find fault with everyone and everything and I can't say that was the case in your store or with your staff. Everyone was just wonderful, keep up the good work! I will be back!

Sincerely,  
*Amy Bramer*