

mspnice award

December 7th, 2015

Greetings Managers,

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



John Nelson, WDFG; Amalinda Wilander and Deanna Vogel, Aveda;
Isabella Rhawie, MAC Manager, Concessions & Business; Andrew Penkert, WDFG

★ Customer compliment:

I wanted to send a note of gratitude for the fantastic/hospitable customer service that Dee provided at Aveda. I had a very early morning flight to Canada in the beginning of August. I left my house around 4:00 AM. I breezed through check-in & security and had plenty of time on my hands prior to my flight. Since I left so early, I did not put on makeup nor do my hair. I was just browsing in the store since I had time to kill. Knowing that I had to put on my makeup, I had mentioned that I hated the florescent lighting in the Ladies Room. She allowed me to use your vanity for a few minutes. It was so nice to sit, relax, put on some mascara in such a great space vs. the clinical, dark restroom. We chatted about different products and she was just lovely. I can appreciate an upbeat associate, especially so early in the morning. She was a great representative of your brand. It made my very early morning a little brighter.