

# mspnice award

November 2<sup>nd</sup>, 2015

Greetings Managers,

One of your employees, Kinaundrae Williams, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Kinaundrae for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Kinaundrae!



Andrew Penkert, WDFG; John Nelson, WDFG; Kinaundrae Williams, Aveda (WDFG); and Isabella Rhawie, MAC Manager, Concessions & Business

## Customer compliment:

I wandered into the Aveda store and met Kinaundrae. What a wonderful young man you have to represent your products! He helped me select products after listening to what I needed. He knew all of the fine points of each product, explained this to me thoroughly and then, when he heard I had been in a car accident and had a sore neck from the plane travel, he offered to give me a mini-massage with some Aveda products.

While I was in the store I was also able to observe him working with other customers. He was attentive, well-trained and knew the entire product line. He gave great advice to everyone, his passion for his work was evident and I look forward to stopping by the Aveda store the next time I am in the MSP airport.

In my programs I speak about giving compliments. I mention that you not only should recognize the person, but also let the supervisor know as well. It is in this spirit that I reach out to you so that you are aware of what a terrific employee Kinaundrae is.

*Nancy Weil*