

mspnice award

January 5th, 2015

Greetings Managers,

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



John Nelson, World Duty Free Group; Isabella Rhawie, MAC; Michelle Reitan, Aveda; Lisa Krystofick, Aveda; and Andrew Penkert, World Duty Free Group

★ Customer compliment:

My wife and I fly through MSP 2-4 times a month and we have gotten to know Lisa and Michelle very well, as my wife always insists that we stop at Aveda. Both of these women are outstanding in all respects, from being highly professional, to being warm and inviting, to being knowledgeable about Aveda products. It is a joy to interact with them and it makes a long air flight worth it as a small respite from the stresses of traveling.

Anyway, I hope you can give them a "pat on the back" - in my opinion it is unusual nowadays to find such exemplary individuals!