

mspnice award

December 17th, 2019

Greetings Managers,

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



Abby Brownell, MAC Stakeholder Engagement; Isabella Rhawie, MAC CMAA; Parvin Jaipat & Rachel Smith, Aveda; and John Nelson, Hudson Group

Customer compliment:

I would like to write a positive customer service review about one of your employees at the Aveda store at the Minneapolis-St. Paul airport.

Your employee, Parvin, was an excellent help to me when placing a lengthy order over the phone.

She was so patient, kind, helpful, and knowledgeable about Aveda products, and made some great recommendations for me and my curly, unruly hair. I was amazed at how much she knows about the Aveda products, and answered all my questions over the phone all the while maintaining focus in the busy Aveda storefront.

What I love about Aveda is that the people are always so knowledgeable, honest, and helpful when it comes to choosing the right products. Parvin is the kind of person who lives out these characteristics, and I just wanted to recognize her for that. I will definitely be making more purchases from the MSP airport location!

Thank you, and I hope you have a wonderful holiday season.

*My Best,
Sophia Flumerfelt*