

mspnice award

March 16th, 2022

Greetings Managers,

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



Jennifer Risch, Hudson Group, Rachel Smith and Dee Vogel, Aveda

Customer compliment:

Please recognize the Aveda store and employees Rachel and Dee. I fly in and out of MSP on a regular basis and they recognize me by name and always update me on their product line. Having friends at the airport makes flying so much better and they have truly become friends and great consultants.

The store is always spotless and they go beyond not just with me but with everyone that walks in. How wonderful in a world where customer service has gone by the wayside.

Wishing you continued success! I look forward to more shopping in the MSP airport in the future.

*Regards, Susan Ralich
Frisco, Texas*