

mspnice award

December 29th, 2016

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!



Isabella Rhawie, MAC Manager, CMAA; Rachel Smith and Deanna Vogel, Aveda; and John Nelson, Hudson, Dufry, WDFG

Customer compliment:

I had the most amazing experience on Tuesday 12.20.16 at the Aveda store at the MSP airport and employee Deanna deserves high marks for making my day. I am a Flight Attendant and came to the store to sample a product called dry remedy oil. \$171.00 later, I left with 3 products and confirmation that each product would meet my needs. Thank you for employing and training such a great team member! Deanna's product knowledge and first hand experience with the Aveda line is noteworthy. It was also nice to see great staffing enabling Deanna to spend added time educating me on products. The tea was a nice touch, and your entire team was friendly and kind to all customers whether they were purchasing or simply window shopping.

Thank you for the experience. Because of team associates like Deanna and a solid product line, I will definitely return!