

# mspnice award

May 25<sup>th</sup>, 2017

Greetings Managers,

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



Isabella Rhawie, MAC Manager Concessions and Business Development;  
Ayanna Anderson- Bazinet and Nick Maddox, St Croix Airport Retail

## Customer compliment:

I am writing briefly to you to provide unsolicited positive feedback to one of the airport shop employees. Ayanna works at the Uptown Minnesota and Minnesota Sports shop in the airport mall end. I believe the stores are owned and/or managed by St. Croix Stores. I am a frequent business traveler in sales (3x/month average) and also enjoy shopping, people, and travel. I have interacted with Ayanna as a customer numerous times over the course of some 2.5 years, and found her to be consistent in her attitude and appearance. Smiling & friendly, helpful not pushy, and always in a contagious positive spirit. She has always been well-dressed, typically colorful and unique apparel but certainly not inappropriate nor crossing the line towards "trashy"... eye-catching but in a professional style. In my opinion as a person, especially with my own sales experience and appreciation, and as one who shops (too!) frequently, Ayanna is a tremendous asset to your business as a friendly, energetic, attractive, helpful sales professional. Exactly the type of personality, attitude, and appearance well-suited for retail sales with the discerning public.

*Yours truly, Mike Byars*