

mspnice award

April 6th, 2017

Greetings Managers,

One of your employees, Deanna Vogel, was recently awarded with two MSP Nice Awards. 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!



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

Customer compliment:

Wanted to let you know that last Saturday, February 11, 2017, while waiting for my flight to Chicago, I experienced excellent customer service by Deanna @ AVEDA. She invited me to try some new beauty products and helped me apply them...all while making me feel totally relaxed and taking of other customers as well. HORST would have been pleased!

Hope you will let her know that she represents AVEDA, the airport and our state so well!

Sincerely, Andrea Nelson

I'd like to provide feedback on my unique shopping and customer service experience at the Aveda shop at Minneapolis airport. Your colleague Deanna Vogel has been an incredible assistance and I had a shopping experience I've never had before. She's been extraordinarily friendly, knowledgeable, supportive, kind, and service minded. She has created a connection between the brand Aveda and the very best shopping experience, which makes it much more likely to me to shop your products in the future and recommend them to friends. She also gave me a sample of a mask for my flight, which was extraordinarily great for my skin. She's an employee that deserves extra care and make sure she's kept at your company and also someone others could learn from.

Best wishes, Simone Setterberg