

mspnice award

May 25th, 2017

Greetings Managers,

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



Nick Maddox, St Croix Airport Retail; Galina Korinek, Kiehl's;
and Isabella Rhawie, MAC Manager Concessions and Business Development

Customer compliment:

I had an extended wait at the MSP airport today and popped into your store. You have the most amazing woman working there! Galina was so pleasant and helpful explaining the various products, what may be best for my aging (62 yrs) skin and also products my 21 year old with very sensitive skin might like using 😊 She was not high pressure, answered any questions I had and likely secured your company a new, loyal customer! I just thought you should know ... Galina is a real asset to Kiehl's!

Thank you 😊 Cyndi Bothwell