

mspnice award

November 14th, 2017

Greetings Managers,

One of your employees, Galina Korinek, was recently awarded with two MSP Nice Awards. 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!



Harley Hutchinson, Laura Torrespena, Nick Maddox, Richard Drews, Isabella Rhawie, MAC; Audrey Johnson and Lori Enger, St. Croix Retail

Customer compliment:

Just wanted to send you a quick note regarding the outstanding experience I had in Kiehl's at MSP today. Galina was incredible and went above and beyond to understand my skincare needs and educate me about the products.

I went into Kiehl's originally just to browse but Galina made my experience so memorable and personal that I left with a whole new appreciation of the brand. Galina's genuine passion for the products was evident as she showed me the best solutions for my skin and also suggested new products that I didn't even know Kiehl's made. Galina's personality and ability to really get to know her customers made this one the best retail experiences I have ever had. I just wish that I was local so I could back and see her!

Best, Anna

I wanted to reach out to say how much I enjoy shopping with Galina! I travel thru Minneapolis almost weekly and I save all of my Kiehl's needs for when I am at the MSP airport. Galina is great at customer service and it is evident that she knows the Kiehl's product line. I always listen to her advice and buy the products she recommends as I have very dry skin (from travel) and she has helped me to improve my skin quality by recommending the best products for my skin type/lifestyle. I will continue to shop with Galina as she is the best!

Regards, Anne Marie Birchmeier