

# mspnice award

May 17<sup>th</sup>, 2017

Greetings Managers,

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



Harley Hutchinson and Nick Maddox, St Croix Airport Retail; Heather Robinson, Kiehl's; and Isabella Rhawie, MAC Manager, Concessions and Business Development

## ★ Customer compliment:

I am writing to formally thank you for having Heather and Wesley on the Kiehl's team in the store. Heather was absolutely impeccable with her product knowledge and helpful recommendations. Wesley complimented the excellent service she provided with his extraordinary customer service and kindness.

Please let them know they both have an extremely happy and satisfied customer in me!

*Sincerely,  
Erika Willhite*