

mspnice award

July 30th, 2018

Greetings Managers,

One of your employees, Alex Kovelan, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Alex for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Alex!



Isabella Rhawie, MAC Manager, CMAA; Monica Mills and Alex Kovelan, Lolli & Pops;
and Nick Maddox, St. Croix Airport Retail, Inc.

Customer compliment:

Today I saw a Master in play. At a small store. Selling candy. In an airport. I've walked by Lolli & Pops many times and never gone in. Alex greeted me immediately while finishing a transaction with another customer. By that time I already had a few things in hand. Looking for a bag to get some bulk candies, the sign indicated a flat fee regardless of weight. What?! Alex confirmed this while complimenting me on my choice of candy. "You can squeeze so much in those bags with gummies! Got for it!" I loved him even more. While I shoved candy into my \$8 bag he greeted another customer this way. "What can I help you buy today?" "Brilliant!" He knew that no one would enter his store without a reason, and his confidence was inspiring. Woman replied "I'm just looking." Alex was undaunted. "What is your favorite candy here?" Oh, she tried to resist. But Alex knew the secret. No one enters a store without a reason. They might not be ready to buy right now. But they want to buy. Give them a reason.