

# mspnice award

November 7<sup>th</sup>, 2018

Greetings Managers,

One of your employees, DeAnna Vogel, was recently awarded with an MSP Nice Award. 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!



John Nelson, Du-Fry Hudson; Isabella Rhawie, MAC Manager, CMAA; DeAnna Vogel and Rachel Smith, Aveda

## Customer compliment:

I am emailing you to inform you of the positive experience I had at the Aveda store located in the MSP airport. I was traveling this past weekend and felt distressed. When I saw the sign at Aveda noting a free 3-5 minute relaxation massage, I walked in and requested one. I have never done something like this before.

After the mini-massage, I felt so much more relaxed. And then spoke with Parvin (who did my massage) and Dee. Both people were positive and very helpful. We spoke about how stress is a part of our lives and we need to practice positive coping skills. Long email shorter, both women were so kind and supportive- thank you for hiring them to work in your store! I am thankful for having my short experience with them!

*Healthfully yours, Lori Reichel*