

# mspnice award

October 3<sup>rd</sup>, 2018

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; with Galina Korinek and Erica Smiley, Kiehl's; and Nick Maddox, St. Croix Airport Retail

## Customer compliment:

I just wanted to share with you how your staff at the airport in Minneapolis were absolutely amazing to us today. My daughter and I walked at the store asking for some information about your products. Galina and Erica were extremely helpful and friendly. They gave us all the information we needed and showed us other products as well.

Our experience was fantastic. They provided us with excellent customer service today.

We will be shopping at this location again soon.

*Kind Regards, Allie Almeida*