

mspnice award

February 14th, 2018

Greetings Managers,

One of your employees, Galina Korinek, was recently awarded with THREE 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!



Nick Maddox, St. Croix Airport Retail, Galina Korinek, Kiehls, Isabella Rhawie, MAC Manager, CMAA; and Lori Enger, St. Croix Airport Retail

Customer compliment:

- I first visited the Kiehl's store at the Minneapolis airport a few months ago and bought several products based on recommendations from Galina. I was back this morning and lucky enough to have her to myself for a short bit as she addressed some skin care concerns and made product recommendations. She is incredibly knowledgeable, listens to my concerns and is one of the reasons I will continue to shop there!
- I just wanted to let you know that I had an excellent experience with Galina at Kiehl's while at the Minneapolis airport.
- You really got an awesome worker name Galina!!! Let's just say by the end of my visit at Kiehl's I had to give Galina a big hug. She literally made my day. Her customer service skills is on point! She catered to my needs and actually listened to me about my skin care products. She really took her time to make me feel special. She knew how to multitask each customer that came in ... on top of dealing with me. I was just amazed. I came out the store buying products that I know I would love because of her. I usually have a hard time going into a Kiehl's, Sephora, Ulta, and other department stores when I'm trying to look for skincare. Because workers are usually rude, stuck up, or don't even listen to your needs. And they usually don't make you feel welcomed. But Galina!!! She made my trip all worth it. And I wasn't going to buy anything but I just had to because of Galina's knowledge! She's awesome! I really hope This airport can be a future layover for me!