

mspnice award

August 3rd, 2018

Greetings Managers,

One of your employees, Galina Korinek, was recently awarded with an MSP Nice Award. 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!



Galina Korinek, Kiehl's; and Isabella Rhawie, MAC Manager, CMAA

Customer compliment:

I am writing to let you know that I had an amazing experience at the Kiehl's store in the MSP airport!! I was flying home to Connecticut for my mom's birthday and had a few hours during my layover. I was wandering around the shops and decided to stop in Kiehl's. I asked the store associate Galina for help to recommend something for my mom as a gift. For years, my mom has used the same routine from Lancôme and had recently told me that she wanted to try out something new. Galina went above and beyond to accommodate my request - she asked details about my mom's preferences and skin type. She was extremely knowledgeable and personable! The overnight care set she recommended was perfect!! Thank you so much to Galina for helping me pick out a gift for my mom - she loves her new skincare routine.

Sincerely, Yuliya Manyakina