

mspnice award

March 26th, 2018

Greetings Managers,

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



Nick Maddox, St. Croix Retail; Isabella Rhawie, MAC; Tishawna Robinson, Galina Korinek, Glenda Tejada, Audrey Johnson, and Harley Hutchinson, St. Croix Retail

Customer compliment:

I've had the pleasure of working with Glenda at Uptown MN. Her customer service and follow up are phenomenal.

I purchased a pair of Amy Louise earrings last year and they soon became my favorite. When I lost one I was extremely disappointed. I called and she directed me to the manager, who contacted me when another pair of the same style was restocked. I purchased — which would seem like the end of the story. Unfortunately, the designer had changed the materials and the earrings were no longer the same. I reconnected with Glenda. After looking at a photo of the orphan earring, she redirected me to Amy Louise as the buyer indicated the original style was no longer available.

If you could replicate Glenda, I'd recommend it. Her communication over the last 3 months has been proactive and professional. I'm sure you don't get enough positive feedback...this one is well deserved!

Best regards, Jen