

mspnice award

November 7th, 2018

Greetings Managers,

One of your employees, Laura Torres Pena, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Laura 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 Laura!



John Nelson, Du-Fry Hudson; Isabella Rhawie, MAC Manager, CMAA; Laura Torres Pena and Rachel Smith, Aveda

Customer compliment:

**Laura at Aveda MSP Airport store was a pleasure to talk with on Friday August 24th! She was more than helpful, with all my Aveda Product needs! I will definitely be coming back for more Great products and a nice chat with her! Thank You for your time!

Brad

**I wanted to let you know about our great visit to your Aveda store and how refreshing Laura was to our afternoon. She gave my husband and I a great neck massage and we bought lots of Aveda product.

Mostly, I wanted to share with you how we loved Laura's attitude and how she represented your store.

Best regards, Monique Brown