

mspnice award

June 18th, 2018

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Laura Torres Pena and Rachel Smith, Aveda; and John Nelson, Dufv. Hudson. WDFG

Customer compliment:

My name is Kerry! My partner and I stopped by the Aveda store at the MSP airport today and received outstanding customer service from Rachel Smith. She gave us an extremely relaxing facial, and an amazing scalp and shoulder massage, and treated with kindness and respect. We just wanted to let you know of our great experience with Rachel this evening. We hope that she receives some form of recognition for her extraordinary customer service.

*Sincerely,
Kerry & Ky*