

mspnice award

September 23rd, 2019

Greetings Managers,

One of your employees, Dee Vogel, was recently awarded with three MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Dee 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 Dee!



Isabella Rhawie, MAC Manager, CMAA; Dee Vogel, Nyasha Bulgin, and Rachel Smith, Aveda; & John Nelson, Dufry - Hudson Group - WDFG

Customer compliments:

*My Goodness! I had the best experience at the Aveda Airport Store this afternoon! I walked into the store knowing that I was going to purchase a facial dry brush since I misplaced the one I purchased at the same store about 2 years ago. Dee Vogel greeted me with a large smile and ask me how she could help me. We talked for a while and I explained about the dry brush. I wanted to take a look at other items in the store since I had time to spare. Dee asked what Aveda products I was currently using and took a look at my fuzzy hair. Although she did not pressure me whatsoever, she offered to spray Aveda Texturizing Tonic in my hair which I accepted. It really enhanced my natural wavy hair. Needless to say I walked out of the store with additional products which I'm happy with, but also Dee explained about the Aveda awards program. After years of purchasing Aveda products, Dee was the first person to explain to me about the awards program which I became a member today! As a customer, when I left the store I felt very well taken care of; I had a smile on my face and several Aveda products in my bag. She has exceptional customer connection skills besides a big smile and a winning personality!

*I appreciated the assistance and customer service provided by your wonderful employee, Dee Vogel. She has the most welcoming demeanor, making sure that everyone who enters the MSP airport AVEDA store is helped. In fact, she is the best employee of a retail store that I have met, patiently letting me know of the services that the store offers and helping me in picking out a present for my mother. Her cheerful disposition and easy conversation made me feel at home in the store and made my day after a tiring flight. Despite my constant barrage of questions, Dee expertly and efficiently answered all of them. She was even kind enough to suggest products based on my skin type and has convinced me that AVEDA products are truly worth the purchase. She was exceedingly polite in our interaction without being awkward and truly enjoys her job, which in turn uplifted my mood.

*I just wanted to pass on some praise for your employee Dee Vogel at MSP airport. I travel weekly and visit your Aveda store often. Usually I am in a rush and just like to swing thru. Because of Dee's wonderful attitude and helpfulness, I spent \$60.00 and plan on stopping in whenever she's there to purchase more products.