

# mspnice award

April 4<sup>th</sup>, 2019

Greetings Managers,

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



Nick Maddox, Airport Retail Group; Meron Taddese, Adrenaline; Galina Korinek and Erica Smiley, Kiehls; and Isabella Rhawie. MAC CMAA

## Customer compliment:

I just left Kiehl's in MSP airport. Walked in to buy a \$22 lip balm and left spending over \$319. Erica got me to buy the lip gloss and Galina got me to buy \$259 worth of facial care products. Galina was so straightforward, honest and educational. Just loved her direct approach. If you need more testimonials, feel free to reach out.

*Jennifer Rommel*