

mspnice award

March 1st, 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!



Isabella Rhawie, MAC Manager, CMAA; and Erica Smiley, Kiehl's

Customer compliment:

I have never received the type of customer service that I received during my drop in on a layover in MSP from (Erica). I am constantly in airports, but when Erica was helping me I felt like I was at home. Will only be purchasing my Kiehl's from this MSP location

Thanks Erica!

Alicia Patterson