

mspnice award

April 23rd, 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; Erica Smiley, Kiehl's; and Isabella Rhawie, MAC Manager CMAA

Customer compliment:

My name is Elena Englund. I live in Portland, OR. It was a pleasure to visit Kiehl's store on Minneapolis airport. I did have a little experience using Kiehl's product and was not sure which creams will be good for my skin. Erica was very nice, professional and very helpful. She explained to me about lotions and creams, the way to apply them and helped to choose several products for my skin. Also I bought two little bags of samples as gifts for my sister and my niece. On the way home I visited this store again and decided to buy another bag of samples for my daughter. Because of Erica, it was a very nice and valuable experience for me. You are lucky to have such a great employee in your team.

Thank you, Elena Englund