

mspnice award

September 25th, 2019

Greetings Managers,

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



Isabella Rhawie, MAC Manager, CMAA; Parvin Jaipat and Rachel Smith, Aveda;
and John Nelson, Dufry - Hudson Group - WDFG

★ Customer compliment:

I just wanted to send a quick note to let you know how much I appreciated your associate, Parvin, at the Minneapolis airport Aveda store tonight. As I was driving to the airport for a flight tonight, I realized I forgotten my confixor. I knew I had time to make a quick stop at Aveda! When I found the confixor, I was disappointed to see the size of the bottle. If I bought it, I'd have to throw it away on my flight home later this week. When I talked with Parvin, she fixed me up with a small sample to take with.

Awesome customer service. Thanks so much for making my trip that much less stressful!!!

Carolyn Ramsey