

mspnice award

September 23rd, 2019

Greetings Managers,

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



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

Customer compliments:

*I tried the free facial at your store and I am extremely impressed with Rachel. She explained to me all the products and did an excellent facial and hair treatment. I am definitely going to use these products. *Thanks, Radhika*

*I was passing through Minneapolis earlier on a last minute business trip. I'd forgotten all of my make-up at home and was feeling stressed because I was on my way to meet my new boss. I am eternally grateful that I found your store and your amazing associate, Rachel. She took the time to do my makeup and my hair. When she was done, I looked like a different person and was actually glad that I had forgotten my makeup. While she did my makeup and hair she gave me invaluable tips on how to use various products. I was so thrilled with her work and recommendations that I bought over \$400 worth of products, and in the future, I plan to use only Aveda products. Please pass on my thanks to Rachel for the outstanding service she provided and for turning my stressful day into a blessed day.

Warm Regards, Chris Clifford