

mspnice award

April 9, 2014

Greetings Managers,

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



Greg Frankhauser, Manager, ABM Parking Services, Lori Green, ABM Parking Services and Rick Decker, MAC Assistant Manager, Parking Operations

★ Customer compliment:

I would like to take a moment to THANK YOU very much for your timely and very appreciated quick response to my e-mail request, and for taking the time to resolve my error in parking in the wrong area at the airport last month. My credit card was credited right away.

Being in a customer service business myself, I personally know that you rarely get a thank you or even a response back when something is handled well. If you have a supervisor or a boss that I can share my wonderful experience with, please send me their name and contact information. I certainly would like to commend you for a job done very well. Have a great day and again THANKS!

-Chuck Wallace