

mspnice award

April 9, 2014

Greetings Managers,

One of your employees, Nchai Khang, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Nchai for his outstanding commitment to customer service at MSP.

Our thanks go out to him 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 Nchai!



Greg Frankhauser, Manager, ABM Parking Services, Nchai Khang, ABM Parking Services and Rick Decker, MAC Assistant Manager, Parking Operations

★ Customer compliment:

I needed a receipt for expense reporting as the receipt from the automated kiosk was not available when I left the MSP parking ramp. **Nchai Khang** was very helpful and sent it to me last night when I called. I appreciate the prompt follow up – your team is very good!

-Chris Erikstrup