

mspnice award

April 9, 2014

Greetings Managers,

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



Greg Frankhauser, Manager, ABM Parking Services, Paula Tucker, ABM Parking Services and Rick Decker, MAC Assistant Manager, Parking Operations

★ Customer compliment:

Last Monday February 24th your staff was extremely helpful and I wanted to send along a thank you.

Paula helped me gain access to the General Parking area where one of our company trucks was located. One of our employees left town and he left some display materials in his truck that we needed for a conference in Rochester. Your staff was helpful describing how to get into the ramp when it was FULL and I was able to get the materials successfully. I wanted to tell you how much I appreciated Paula's help during that stressful time last Monday. We appreciate her customer service!

-Gail Nozal