

mspnice award

September 15th, 2015

Greetings Managers,

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



Atif Saeed, MAC Asst. Director Landside Operations;
with Abdulaziz Ibrahim, ABM Parking Services

Customer compliment:

I want to make sure that Abdul (the manager/supervisor, parking ramp on Wednesday, September 9) is recognized for going above and beyond. On Wednesday morning, my boss parked his car in the Blue Ramp. In the process of unloading his car, he placed his cell phone on top of the car and then walked away to catch his plane. It wasn't until he landed in Chicago that he realized he didn't have his phone. He called me, and I placed a call to MSP. Within 1/2 hour, Abdul had gone to the ramp, found the car, and the cell phone. He called me immediately and also notified me that the car was unlocked. He locked the car, and then told me the best way to come to MSP and retrieve the phone. I'm thankful the phone was still sitting on top of the car. I'm also thankful for Abdul and how he handled the situation.

Blessings, Sandy