

mspnice award

October 21st, 2014

Greetings Managers,

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



Jeff Courteau, MAC Manager of Parking Systems with Robert Mundahl, MAC Landside Agent

★ Customer compliment:

I write to kindly ask you recognize the exemplary service offered to me today by the above mentioned agent...

Bob took a somewhat difficult request and made it his mission to resolve it ~ this he managed to do within minutes of my call to him. Amazing! If that were not enough he has all of the desired attributes of the position: Bob is professional, respectful, and courteous and really takes the time to listen and care.

I hope that you will pass along my sincere kudos to all of the right channels ~ Bob deserves at least a week in the Bahamas!

Geraldina