

# mspnice award

January 30<sup>th</sup>, 2015

Greetings Managers,

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



Berhanu Aeromo, ABM Parking Services, with Rick Decker, MAC Assistant Manager, Parking Operations

## ★ Customer compliment:

Berhanu did above and beyond to solve my complicated situation and I would like to let his above management know how outstanding the customer service Berhanu is providing to MSP Airport customers!