

mspnice award

November 12th, 2014

Greetings Managers,

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



Jemal Nuru, ABM, with Jeff Nawrocki, MAC Asst. Director, MSP Operations/Facilities

Customer compliment:

I'm writing to tell you of a very wonderful experience we had with two of the ABM employees' yesterday afternoon. We'd returned with a group of disabled people. We got our luggage when one of the clients suffered a grand Mal seizure. We administered her medication and had the coffee people call for EMTs which they did. We got that all sorted out, but in the meantime the young woman vomited, and it was quite a mess to clean up. One of your employees waited patiently with a mop and bucket while we waited for a wheelchair that didn't arrive. He made a call for us and said one was on the way, but it still didn't arrive, so he himself went to find one and brought it back to us. Then he was going to start the cleaning up. I dug in my purse and wanted to give him some money for his kindness but he refused it and said "it's okay, this is my job." His name is Jemal. When our client started to vomit again, another custodial person, Hirut, rushed over with a bag for the client to vomit in. She was very fast and we appreciate this so much.

So often people seem to do the minimal required and aren't willing to do more. I realize that cleaning is their job, but they were so helpful and went above and beyond what they'd have needed to do. I travel with disabled people for a living, doing as many as 20 trips a year in and out of Minneapolis. Travel can be challenging these days. When I have a great experience in the middle of it, I just want to let people know so they can be recognized for their hard work and dedication. You have some good people.