

mspnice award

June 7th, 2016

Greetings Managers,

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



Shannon Gale, MAC Manager, Facilities; Jose Arevalovargas, ABM;
and Mike Hughes

Customer compliment:

After getting on my plane I found that something felt very wrong - my ring finger was naked! I did not know where my ring came off. While I looked on the plane, my wife retraced my steps. She asked a janitorial worker outside a restroom in Terminal F for help. Together they searched the waste can but no ring. My wife heard her name paged so wrote our mailing address on a piece of paper in the hopes the janitor might find the ring. We returned to MN one week later. Going through the mail, I found an envelope, with a note and my wedding ring! The note indicated that Jose Arevalovargas had found my ring. Mr. Arevalovargas demonstrates the virtues we all hope for in each other and that we should all aspire to for ourselves. No doubt, he and his many colleagues are doing their hard work daily, nobly serving their employer and the public, whether or not the results are as noticed or as acknowledged. I give my whole-hearted thanks to my hero, Mr. Arevalovargas, and the others who support such a staff.

Mike Hughes