

mspnice award

December 16th, 2015

Greetings Managers,

One of your employees, Jose Vargas, 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!



Jose Vargas, ABM; with Shannon Gale, MAC Facilities Asst. Manager

Customer compliment:

I am writing to make you aware of what a wonderful employee you have in Jose Vargas. While doing his job of collecting garbage and cleaning I interrupted his work to ask him a question. His kind response and patience with my elementary Spanish was greatly appreciated. I know that sometimes employees can be taken for granted or their efforts overlooked so I wanted to write to let you know Jose went over and above the call of duty on that day. If there is any way to commend, reward and/or acknowledge him for talking with and helping an out of state traveler I would greatly appreciate it.

Thanks! Dr. Ted Slaeker