

mspnice award

February 3rd, 2016

Greetings Managers,

One of your employees, Katy Fisher, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Katy for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Katy!



Katy Fisher, ABM Parking, with Rick Decker, MAC Manager-Parking Operations

★ Customer compliment:

Commission Giesler had forgotten to take his vehicle decal off when he brought his vehicle into valet and asked for a wash. Mark B. tried to look quickly before the commissioner left but did not see the decal. Katy went back to the wash and looked more thoroughly and was able to find the decal. The decal is about a 1 foot tall Wisconsin Badger Mascot. Katy followed up with Commission Giesler, and he commented:

Great note and great news. Thank you for agreeing to watch over Bucky until I can pick him up on the 19th! Enjoy a blessed new year! Another example of the excellence of the staff at MSP! Please pass on my appreciation for such great customer service to Katy's supervisor.