

mspnice award

May 9th, 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!



Rick Decker, MAC Manager, Landside Operations; with Katy Fisher, ABM Parking

Customer compliment:

I wish to express my heartfelt thanks to you about Katy, who in your employ and supervision. Last night, I arrived back in Minneapolis after an absence of six days. Recently, returning from across overseas, acclimating myself back into the US/Minnesota culture, I find myself adjusting to all things new and wonderful or not so wonderful; learning all the features of my car, an iPhone, to name two. To get to the point, I lost my car at the airport of all places. I had not taken the time to memorize my auto license plate number. While I should have written it down and written the floor row, and section numbers, I did not. These are new lessons learned. Katy was patience, kind and understanding in finding me and driving me around the terminal to track down my car. She did not scold me or reprimand me, but kindly and diplomatically reinforced what I should have known. Had she been hard and put out, last night's experience would have been a not-so-wonderful event. When it comes time to review Katy's performance, she excels in customer service and leadership. Please thank her accordingly. Thank you for employing Katy on your team.

Rachel Landgraff