

mspnice award

May 5th, 2015

Greetings Managers,

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



Laurie Parks, ABM Parking, with Rick Decker, MAC Assistant Manager, Landside Operations

★ Customer compliment:

I want to commend your staff member Laurie Parks for an extremely fast and efficient response to my need. I lost an airport parking receipt that I needed for an expense report. On Sunday night I sent an email to the "help" link on the airport website and asked if I could get a copy of my receipt. I provided my entry and exit dates and the last four digits of my CC number. I did not expect to get a response! By mid-afternoon on Monday I had a copy of the receipt in my in-box. I was so pleasantly surprised that the airport staff would go out of their way to meet such a small, random request. Kudos to Laurie and your team.

Janine