

mspnice award

January 30th, 2015

Greetings Managers,

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



Mark Marquis, ABM Parking Services, with Rick Decker, MAC Assistant Manager, Parking Operations

★ Customer compliment:

I received superior service today from the staff in Valet Parking. I was able to find the person I needed to speak with very quickly and everyone I interacted with on the phone was very friendly and polite. Mark Marquis was especially helpful and friendly while assisting me with what could have been an all day issue but he had it resolved in the matter of an hour. Absolutely thorough and professional help from everyone in this department!!!!!! THANK YOU MARK!!!!!

Katen Swanstrom