

mspnice award

April 1st, 2016

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; with Jeff Courteau, MAC Sr. Mrg. Parking Systems, Landside Ops

Customer compliment:

This is to let you know of the top-notch service I received from Mark Marquis, your Senior Operations Manager at valet parking facility. I have an executive from our Brooklyn Park corporate headquarters flying out of MSP next Monday and an executive from one of our sister companies flying in the same day and then doing the reverse the next day. I suggested that the out bound person leave their car at valet and then the inbound executive could pick it up when he gets in and vice versa the next day. I called the valet parking lot to ask how to go about doing the exchange and Mark explained the process of filling out a form allowing the exchange. I asked if he could email the form to me so I could have it filled out ahead of time; I received it within 10 minutes. I was truly not expecting to get this kind of service, not without a little begging at the very least. Mark handled himself very professionally and was willing to go the extra mile. He made my job as the Executive Assistant to several C-level executives easier and efficient. Because of this exceptional service I am taking the time to write this note in the hopes that he will be recognized and appreciated for his hard work and representation of the Minneapolis/St. Paul International Airport.

With regards, Liz Friedenfeld