

mspnice award

April 1st, 2016

Greetings Managers,

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



Atif Saeed, MAC Assistant Director, Landside Operations; with Nchai Khang, ABM Parking

Customer compliment:

- ★ Please pass this email on to your supervisor in recognition of outstanding performance you displayed. A few months ago, I experienced a flat tire on my automobile. You went way beyond what was necessary to assist me. Had it not been for you, I would have experienced a much longer delay or a more costly repair. Words cannot express my gratitude. The level of customer service you provided is extremely rare, and I appreciate your efforts. I hope someday I can repay the favor. If I can help you in anyway, please don't hesitate to contact me.

Warm regards, Michael Farbelow