

# mspnice award

April 22<sup>nd</sup>, 2016

Greetings Managers,

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



Rick Decker, MAC Manager, Landside Operations; with Steve Bean, ABM Parking

## Customer compliment:

I wanted to write to share my experience with and sing the praises of one of your shift managers, Steve Bean. Mr. Bean provided phenomenal service tonight when I ran into a tough problem. Yesterday, I parked my car at MSP airport. I returned, only to remember as I was getting off the plane that I had forgotten to note where I had parked the previous day! I wandered around the Blue lot levels 4-9 looking for my vehicle to no avail. Feeling completely overwhelmed and more than a little embarrassed, I finally gave up and called Airport Police for assistance. They transferred me to Parking, where I spoke with a lovely woman who attempted to look up my vehicle's location based on my license plate number. Unfortunately, I couldn't remember my exact plate number, and what I could remember was not in the system. She asked me my location and informed me that her manager would be coming to assist me. About 10 minutes later, Mr. Bean pulled up in his white van (which felt to me more like a knight pulling up on a white horse). I got in, and he asked me several questions to help figure out where I had parked. I was pretty sure I was in the Blue lot and pretty sure I was between levels 4 and 8. But I wasn't 100% sure of anything. Had I taken the tram? No, I had taken the elevator to the Skyway. (That ruled out Gold and Green lots.) Mr. Bean was calm, patient, and methodical, which immediately made me feel at ease. After assessing the situation, he decided we would drive through the Blue and Red lots row by row, starting on level 4, until we found my car. Again, his approach to solving the problem was systematic and extremely thorough. He then proceeded to drive me around level 4, level 5, level 6, level 7, and level 8 – 5 LEVELS! – for nearly 2 HOURS until we found my 2004 Subaru Impreza sitting in the Blue lot, level 8, row N. I cannot begin to tell you how thankful I am for Mr. Bean's help and awesome service! The whole time he was very understanding and did not say or suggest the obvious thing that he was probably thinking ("How can you NOT remember where you parked?"). Above all, he made me feel like I was his #1 priority. I have never been so happy to pay \$44 in Parking as I was tonight! In my field, we have awards or bonuses for employees who go above and beyond to provide fantastic service to customers. I don't know if you have an equivalent, but if you do, I would like to submit that Steve Bean deserves it 100%. He truly went above and beyond the call of duty for me tonight.

THANK YOU! Liz