

mspnice award

April 8, 2021

Greetings Managers,

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



Lorri Lavin, ABM Parking Services

Customer compliment:

I took a call last week from a Rudolph 'Rudi' Muler who was very impressed with Lorri Lavin and her customer service. After having unsuccessfully trying to get a hold of Delta for wheel chair assistance for about 45 minutes, Lorri Lavin went herself and found a couple of wheel chairs to assist them in getting to where they needed to be.