

mspnice award

December 9th, 2016

Greetings Managers,

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



Rick Decker, MAC Manager, Landside Operations;
with Carolyn Bergeson, ABM Parking

★ Customer compliment:

I was here to pick up my daughter but took the wrong lane to park in short term parking. Driving through a worker named Haileyesus helped me find my way. He took me to a cashier, Carolyn, and together they got me back to where I was supposed to go! Thank you so much. They went out of the way to help a stranger!