

mspnice award

December 13th, 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!



Steve Bean, ABM Parking

Customer compliment:

A few weeks ago I was lost in the MSP parking ramp. I am a regular business and casual traveler so I found my situation to be utterly embarrassing! After about an hour I gave up and asked for help. Eric was there to lend a helping hand and inform me of all the ways his team could potentially help. I accepted his offer to have his manager, Steve Bean, help me out by driving me around the ramps.

Steve arrived and was a professional from square one. He helped me feel less embarrassed, he graciously waited as I searched for my license plate (had to make a few calls to get it at 1am - lol). He also patiently listened as I recanted vague memories from parking at MSP at 4am the day before. Between all that, he answered seven calls in our time together and treated all of those customers as kindly as me --- "This is Steve. How may I help?"

Eventually, through his aide, we found my car and I drove home a very satisfied and relieved customer of the MSP parking ramps. Beyond the duties Steve is responsible for doing in his role, I believe he is an incredible employee and would hire him at my own business in a heartbeat.

To Steve: Thanks, Steve. Sorry it took so long for me to send this to your team. I hope you get the recognition you deserve for doing your job so well.

Most sincerely, Brandon Ward