

mspnice award

December 21st, 2017

Greetings Managers,

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



Rick Decker, MAC Manager, Landside Operations, with Gil Fruchey, ABM Parking

Customer compliment:

I had the opportunity to be assisted by Gil Fruchey on the evening of Monday, 8/28/17. I couldn't find my vehicle upon my return from my trip. Getting Gil on the phone was a blessing because he arrived within 5 minutes of hanging up. Gil remained with me until I found my car; that was almost two hours later.

As I got frustrated per the minute that I couldn't find my car, Gil was calm and comforting, assuring me that he will stay with me until we find my car. Seldom have I come across the likes of Gil who would go above and beyond to assist a stranger, without a frown, expression of frustration, or leaving me in the middle of my search because they have to tend to other things.

Please express my heartfelt gratitude to Gil and assure him that with his example, I have a more burning desire to pay it forward. Gil is a true manifestation of a gentleman.

*Thanks,
Jallah Kpanquoi*