

mspnice award

May 10th, 2017

Greetings Managers,

One of your employees, Juan Hernandez, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Juan 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 Juan!



Juan Hernandez, ABM Parking Services; with Rick Decker, MAC Manager, Landside Operations

Customer compliment:

*My husband and I went on vacation beginning Thursday, March 16th. We parked in MSP general parking. I always write down exactly where we parked our car. When we returned on Tuesday, March 21st, I could not find where I had written down the parking information. A man at the information kiosk suggested we go to valet parking and inquire about the airport service to help find cars. I had no idea the airport offered this service. Mr. Juan Hernandez arrived quickly and was so patient and kind as he drove us through the Gold and Green ramps. He helped us get our luggage into his vehicle and into our car once we found it. I gave him a big hug when we found the car. I am sorry if I made him uncomfortable with the hug...but I was so happy we had his help!

*Last night my colleague and I were unable to locate our car in the parking ramp. A very kind gentleman who was recording license plate numbers (I didn't get his name) noticed that we needed help and coordinated with Juan to assist us. Juan was there to meet us within 3 minutes, helped locate our car by license plate, and had us on the road within 5 minutes total! He was a very professional and helpful employee and I wanted to say thanks.