

# mspnice award

January 31<sup>st</sup>, 2017

Greetings Managers,

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



Megan Canny, ABM Parking, with Rick Decker, MAC Manager, Landside Operations

## **Customer compliment:**

I wanted to send a quick note to say what a great experience I had working with Megan Canny at ABM Parking Services. I lost a receipt from a business trip, which I needed for my expense report, and she called me back same day to help me sort out the situation. She was exceedingly polite on the phone and I had the receipt in my inbox within 25 minutes of talking to her. Thanks for having such amazing employees! It's such a great impression to leave on business travelers. I tweeted about my experience here:

<https://twitter.com/MeredithSchultz/status/816734882848264197>

*Kind regards, Meredith Schultz*