

mspnice award

January 4th, 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 am writing to you regarding my recent experience with Megan Canny, of the ABM Parking Services Team, at MSP Airport.

Meagan is a true professional she was able to assist me in obtaining a duplicate receipt for a business expense at the MSP parking lot. It was not a substantial amount and I honestly did not think that I would get a follow-up to the voicemail I left.

I appreciate the customer service.

Megan you ROCK!! Thank you!

*Regards,
Chris Songe*