

mspnice award

January 31st, 2017

Greetings Managers,

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



Nick Thorne, ABM Parking, with Rick Decker, MAC Manager, Landside Operations

★ Customer compliment:

We parked our car at Quick Ride Ramp between 1/12/17 and 1/16/17. I am writing to Thank the Quick Ride Ramp Management especially Nick, who was the manager at the Ramp yesterday night, for helping us greatly!

Our car's battery died and we were stuck at the lot in freezing cold. Nick not only went above and beyond to help us with our situation but, when I forgot my purse, it was returned very honestly! I had good amount of cash and other things in the purse and not even one dollar went missing. My husband and I are Thankful for his honesty and help and we would like to also Thank you all for making our experience a pleasant one despite harsh weather.

Have a great day!!

Sincerely,

Sravanthi Yalamanchili