

mspnice award

April 13th, 2017

Greetings Managers,

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



Robert Kangas, ABM Parking; with Rick Decker, MAC Manager, Landside Operations

Customer compliment:

I want to tell you how extremely helpful Robert Kangas was for me. I unfortunately lost my car on 3/10. I thought I had parked on 4th floor in row M. Turns out it was an old reminder slip in my laptop bag. I had actually parked on 7th floor, row M. Robert was kind and helpful in locating my vehicle. I appreciated him helping a ditzy woman that day! Thanks Robert! You made a long day end much better!

Tina M Gould