

mspnice award

August 9th, 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 Wendy Lauber, MAC Manager, Landside Operations

Customer compliment:

On Wednesday, June 21, I returned to MSP after a three-day trip to DC and was unable to locate my car in the ramps. I had been directed to short-term parking (where I never park) the morning I left and mistook the pink for red.

The help desk where I would usually ask was already closed as it was after 8 pm. I then called from a phone near an exit door and gave my location. I was eventually transferred to Robert who volunteered to meet me—not just give me directions—and walk me to my car, helping with the luggage.

Robert was amazingly helpful and positive at 9 pm at night when I was nearly in tears. These types of interaction don't happen that often, and I am delighted to share with his supervisors the experience I had.

If other visitors, especially with the upcoming Super Bowl receive the same treatment, Minnesota is in good hands, Minnesota nice at its best.

Alberta A. Zais