

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 Rick Decker, MAC Manager, Landside Operations

Customer compliment:

I am 71 years old and have done a lot of travel to and from this airport, during the last 50 years. Technology has changed a lot, which I embrace. Today, I was stymied at the parking lot checkout. I had backed out of one exit when the driver in front of me indicated the parking ticket machine was not working. So, I went to another one so that she could exit.

I took out the same card that I used upon entering the ramp, as instructed, only to realize that my credit card was not featured as a sample. Just about that time, an attendant walked up and headed for other booths to my right, mine had not been tried yet. To avoid having my card rejected, I waved at him and said: "Can you help me?" He assured me my card was ok. He spoke to me in a friendly and poised manner and put my card into the machine, which did not respond by confirming my payment with a receipt. He patiently said, "let me check something." He opened the door of the booth and began to work on the printer. It seems that the machine was not generating receipts until he adjusted it. Several began to print and he checked each one and continued until he found my own. I was very impressed with his professional manner and kind demeanor. I felt he was the most important person I had met all day and felt strongly that he needed to know that. I imagine some people take others for granted, but had he not shown up when he did, and responded in the way he did, I would have felt helpless, and frustrated, possibly going from booth to booth trying to exit the lot. I was tired and it would have been stressful. He thanked me for my comments and offered me a card I could use to respond. I was thrilled and gladly took the card. So, here I am, after a very long morning with doctors at the U of M, I maintain that today, Robert was sincerely, the most important person I met. He deserves recognition that should not go unnoticed, I wanted you to know about this incident. Thank you for a great employee who seems to enjoy helping others.

Sincerely yours, Claudith Washington