

mspnice award

August 9th, 2017

Greetings Managers,

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



Ron Kvamme, ABM Parking; with Rick Decker, MAC Manager, Landside Operations

Customer compliment:

I am a retired staff engineer living with my family in Burnsville. I worked in semiconductor research and development. I fly normally from Terminal 2. On the 20th of May, I was returning with my family from a trip and was unable to locate my parked car. I sought help from several staff members at the airport and they were generally helpful. Finally, I met Ron Kvamme, who graciously drove me all over the parking area until he had located my car. Ron is a great asset to your organization and his caliber should be retained and promoted!

Sincerely, Khalif Ahmed