

mspnice award

April 13th, 2017

Greetings Managers,

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



Sheshi Desta, ABM Parking; with Rick Decker, MAC Manager, Landside Operations

Customer compliment:

I would like to take this opportunity to recognize ABM Services, Sheshi Desta, and Greg Frankhauser for providing stellar customer service on my recent trip to MSP. It was approximately 10:00am and I had just dropped a friend off before she departed for a mission's trip out of the country. Due to the large amount of luggage that she had, I decided to park and help get her bags to the ticketing counter. Unfortunately, I had left my wallet at home on this day; and as a result could not pay my \$5 parking fee. I drove up to the window and explained my situation to Sheshi Desta. I apologized for the inconvenience and told him that I would be happy to write down my vehicle info as well as my license plate number for collateral. He called a supervisor and discussed the situation. I wasn't sure what to expect, but I was hoping to be able to just call the payment in after I got home and retrieved my wallet. After a few minutes of sorting out the situation, Sheshi kindly told me that he would like to extend a favor to me and pay for my parking fee-out of his own pocket. I was stunned by his offer to do this, especially for a random stranger that he didn't know. Even though I assured him I was going to pay for this when I got my wallet, he had no way of knowing if I was ever truly going to repay him or the airport. I could tell that his true intent was to genuinely help me out, and to extend a random act of kindness to a complete stranger. In today's economy, we all work very hard for our money. Although the amount was \$5, the principal of this act of kindness is what hit home for me. In a world that seems filled with negativity, it's refreshing to encounter people who truly help others out; especially when there is no apparent reward. I thanked Sheshi and told him that I would not only pay back the money that I owed, but that I would also ensure that I return the favor. My way of returning the favor is by recognizing him for going above and beyond in his job. I spoke with his general manager and informed him of my positive experience. It is my desire to see that Sheshi be recognized for his incredible act of kindness, and to let him know exactly what it meant to me. Thanks to Sheshi, Greg, and the entire team at ABM for being rock stars at what you do!

Respectfully, Chris Bernard