

mspnice award

August 11th, 2017

Greetings Managers,

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



Tim Aalto, ABM Parking; with Wendy Lauber, MAC Manager, Landside Operations

Customer compliment:

I just would like to let you know that Tim Aalto was awesome this past Friday. I travel usually 3 times a month, when I pulled into the airport Monday morning they had us park in the short term parking plus I was on the phone with a Customer as I pulled in. Never paid much attention to where I parked. Flew home Friday and completely forgot when I parked. I contacted the airport services and Tim ended up driving me around the parking garage with me pushing my alert button on my keys. We found it and off I went. Tim was very nice, helpful and calm. I hope you let him know, I was the guy with the white Ford Edge. Thanks!