

mspnice award

May 10th, 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 Services; with Rick Decker, MAC Manager, Landside Operations

Customer compliment:

On Tuesday, April 11, I took my wife to the airport for a flight. I parked in Short Term Parking, and very carefully memorized my parking spot. A couple of hours later when I returned to get my vehicle, I looked for over two hours without success! I was advised to call ABM parking. After arranging for an employee to meet me in Gold Parking, level 2, I was met by Mr. Tim Aalto, who took me throughout the entire area I was sure I had parked in; the Gold parking area. He was very professional and also very patient and friendly as we covered level after level with no results. He then turned into an adjacent area, Pink, and we found my car! Mr. Aalto deserves special thanks and recognition for his service.