

mspnice award

April 6th, 2018

Greetings Managers,

One of your employees, Delana Gerten, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Delana for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Delana!



Rick Decker, MAC Manager, Landside Operations; with Delana Gerten, ABM Parking

Customer compliment:

I am writing to you regarding my recent experience with Delana Gerten, of the ABM Parking Services Team, at MSP Airport.

She was very pleasant, thorough, and provided me a copy of my lost receipt within minutes of my call! Outstanding!