

mspnice award

June 25th, 2018

Greetings Managers,

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



Juan Hernandez and Ron Kvamme, ABM Parking

Customer compliment:

A friend and I returned to MSP Tuesday night at midnight. Another friend picked us up. She had parked in the blue ramp but when we went there she could not find her car. We had no idea what to do, but went to the rental car floor to try to get some help. A gentleman was there who worked for the parking ramp. Unfortunately, we did not get his name. He took us to the valet desk and arranged for someone to take us through the ramp to locate the car. That gentleman was Juan Hernandez. He patiently retraced my friend's drive into the ramp and helped us locate the car. Everyone we dealt with was extremely kind and polite. I commend these two gentlemen for the service and patience they provided to us in the middle of the night.