

# mspnice award

April 6<sup>th</sup>, 2018

Greetings Managers,

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



Rick Decker, MAC Manager, Landside Operations; with Megan Canny, ABM Parking

## Customer compliment:

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

Megan was extremely helpful in providing me a duplicate copy of a parking receipt for my company expense report. Within minutes of my phone call request, Megan had emailed a copy of the requested receipt.

I'm greatly appreciative of the excellent customer service provided by Megan!

*Mark Kirchhoff*