

mspnice award

June 25th, 2018

Greetings Managers,

One of your employees, Steve Bean, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Steve 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 Steve!



Steve Bean and Ron Kvamme, ABM Parking

Customer compliment:

On Wed night, 18 Apr 2018 I couldn't find my car in Airport ramp. I read Green 3 on sign by sliding doors when I entered Airport. I told Steve Bean the route I used to get to where I parked my car and he drove us right to my car! It was in Gold ramp in exact spot I told him I parked and he knew exactly what had happened. (I failed to read the ramp when I parked, only when I entered the Airport.) Extremely polite and courteous.

I want to express my appreciation for the service I received at the Airport MSP Parking ramp this Wednesday. My husband and I were having difficulty located our car in the ramp and after looking by foot for some time, we were so pleased to learn that there was a service to drive us around the ramp. Steve Bean helped us find our car within a few minutes. His patience, friendliness, and reassuring, calm manner was much appreciated.

Thanks again for this service. Carol