

mspnice award

October 4th, 2019

Greetings Managers,

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



Matthias Griesheimer, Medhanie Woldemichael and Patty Ruff, ABM Parking;
Wendy Lauber and Chris Leach, MAC Landside Operations

Customer compliment:

My day did not get off on the best foot this AM. After I parked my car and headed toward security I realized that I forgot my wallet at home. No ID no money no credit cards. There was not enough time to get home and back so I cancelled my flight and booked a later one. When I went down to valet to get my car it had not yet been parked so I asked if I could just get my car and return for my flight in a couple of hours WITH my wallet. Despite the best efforts of the staff, they were unable to get a goodwill override. And I could not get out of the parking as I had no money.

Well, one of the employees, Med, was standing at the window and asked the cashier how much I needed as he would pay for my parking. Of course, I said that I would be back shortly and repay him and his response: "You do not need to pay me back. You always are good to us when you pick your car up and because of people like you I have a job". Wow. Completely humbled by his humanity. When I returned WITH my wallet I paid him back (even though he again told me that I did not need to do that!) and I now will have a positive connection to Med and parking at MSP. Just thought I would share and hope that this little story can be used to recognize him as well as be an example for others as to what service truly means.

Thank you. Mary