

# mspnice award

March 23, 2021

Greetings Managers,

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



Aaron Gray, Enterprise

## **Customer compliment:**

I would like to thank you and your dedicated team at MSP Airport for finding and retrieving my passport wallet and returning it to me a week after I dropped off the car. I thought I was facing a major hassle replacing my passport in a pandemic and losing the \$200 that was in the wallet. I am very grateful to you and your team for finding it and returning it within a day of finding it. You guys are terrific. Only one place to go if I need a car rental in the future!

*Kind regards,  
Michael Macaluso*