

# mspnice award

March 23, 2021

Greetings Managers,

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



Marcus Brown and David Bui, Alamo Car Rental; Phil Burke, MAC Assistant Director, Customer Experience

## Customer compliment:

On a recent trip to MSP, I needed a rental car last-minute. I had a problem with one of your competitors, so I walked away from their counter despite having a reservation. As I turned, I immediately saw David Bui confidently sitting behind his computer. He was kind, generous and helped me immediately into a new car - he did all of that while sporting a very cool watch! David is the exact kind of employee you want at Alamo. In my limited interaction with him, it was clear he is a confident, hard-working guy with a lot of integrity. I travel to MN once a month, and because of David, I will be back to Alamo to rent during my next trip (and all trips thereafter)! I will never go back to your competitor. Thank David for being such a unique advocate for your company.

*Sincerely,  
Dr. Chad Beyer*