

# mspnice award

June 29<sup>th</sup>, 2022

Greetings Managers,

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



Dominic Riel, Alicea Deloye-Romo, and Kyle Wojciechowski, Alamo

## **Customer compliments:**

I wanted to let you know that I received stellar service from Alicea today. Alicea went above and beyond to help me secure a rental. Please give her a raise or a promotion if there is room for it. Seriously. Also, thank you for being the only rental company that allows travelers to use a debit card. I do not own a credit card, out of my own choosing, and I was unable complete a rental for a transaction that was already paid for via the Hopper app, (never doing that again!) Your company, more specifically Alicea and Joseph, helped me out a ton.

Thanks for the great service. Keep on fighting the good fight!

Much thanks, Casey Schmoll