

# mspnice award

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

Greetings Managers,

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



Ni'cyeia Richardson, Marcus Brown, Sara Hodge, and Jessica Pressley;  
Enterprise/Alamo/National

### Customer compliment:

For business purposes, I have been renting from AEN since Nov. 2020. I have been in a full-size truck and worked with your staff during all this time. From renewals to swap-outs, to maintenance, I have been greatly impressed with your Administrative Representative, Jessica Pressley! By far, Jessica has been one of the best people I have been in contact with over all this time. When I have needed to be in contact with her, and she is always willing to help me out with whatever it is I ask for. Jessica has been instrumental in my monthly renewals, processing maintenance receipts/invoices, and especially with my re-writes/renewals. Just last week, I was in touch with her to assist with a swap out and within just a few hours I had my answer and was able to swap out smoothly and locate a truck that fit my needs & requests. She took care of all the steps needed and I feel like she went out of her way to make this easier on me. This is all due to her efforts in helping customers. Granted customer service might be out of her realm, but she stepped up and I have nothing but the best of accolades for her. You should be proud of efforts in helping not only me, but other customers she deals with.

One reason I wanted to provide you with this info, is that I know that many times in customer service, you only hear about the negative side of things & the complaints. But this is not one of those situations. I want you to hold Jessica in high regard, and I hope that this note helps her with your next job performance review, promotion, or salary incentive! This is even stronger as Jessica & I have never met face to face – we contact each other via email mostly and the help/assistance does not stop there. So please thank her from a leadership standpoint with what she has done for me. Please share this information & accolades with her as you see fit. Due to Jessica's efforts, I know she has made me an AEN customer for life! Thank you & have a good day.