

# mspnice award

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

Greetings Managers,

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



Justin Martin and Alex Manole, Avis Budget; and Katlyn Schenck, MAC

### **Customer compliments:**

Justin was stellar. He went out of his way to assist as the car that was clicked through had a horrid smoke smell. Tried waiting in the long line but when saw him out in the ramp...asked if he could help and he ran to find me a vehicle, offer support....and did it with exceptional kindness. This contact is great as I am happy to ring if I have any issues.

As travelers, we too value the relationship and partnership. It keeps us going....and I hope you have a wonderful week!!!

*Thanks,  
Trish Parker*