

# mspnice award

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

Greetings Managers,

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



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

## Customer compliment:

For me customer service is everything, and the Enterprise at the airport went above and beyond my expectations. I've worked in hospitality before and five-star hotels, and we never gave service as Sara Hodges did for me. She's been great to me from the get-go and I will continue to pay the extra prices at the airport because I'm a local, only because of the customer service I get from there. I love the Enterprise at the airport. I will not rent from anywhere else unless something drastic had happened, but I don't see that in the future! Sara deserves all of what she gets and then some. She's kind, caring, considerate, and makes sure to get back to everyone no matter how big or small. Her cheerful attitude really made my day when I was having a really bad one. For anyone to change my entire day around the way that she did is near impossible. She is a gem, a diamond in the rough, and I believe she is going places in life. Better hold onto her, because some other place would scout her in a second. She represents your company and all of its values. I've rented for 5 to 6 months straight, and I'll continue to do so because of her alone. I honestly will be sad when I buy a car because then I won't be able to see her now and then.