

# mspnice award

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

Greetings Managers,

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



Tamara Birnell, Alamo

## Customer compliments:

My car was stolen and I was in need of a car. I called a couple locations, and they were all sold out or not even open. So I thought I'd take the train to the airport as there had to be a car with all the rental companies.

I stood in each line for about 20 min each with just to be told that they are all sold out and I need a reservation. After telling my story to about 5 different people/companies, I thought I'd ask one more. That's where I met Tamara. She listened to my sob story and talked to me while I was a hot mess. All of a sudden, she asked if I had a major credit card and gave me the total! I said "Yes" right away. I was in shock!

She was the only one who I felt cared and actually helped me out. She has also communicated with me throughout the whole week, while I extended my rental twice and answered all my questions about insurance and explained all my options thoroughly. I just wanted to express how thankful I am for her kindness and understanding. Customer service is definitely lacking in a lot of companies, but Tamara has showed me it's not at Alamo.

She deserves a raise for sure!!

*Heather Strand*