

mspnice award

February 8th, 2017

Greetings Managers,

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



Maxwell Anderson, National Car Rental, with Dave Pressley, Enterprise Holdings, Inc.

Customer compliment:

I recently rented a car at MSP Airport 1/17 through 1/19 through National Rental Car. The car ran fine, no issues there. I did encounter a lockout while the car was running to warm up and defrost one cold morning. I was amazed the car auto-locked with the key in ignition and running. At any rate, I called the hotline number and AAA service provider did arrive 2 hours later. 75 bucks added to the bill and a not so good start to the day. Oh well, the weather was horrible so I waited patiently in my hotel room. I called to inform my customers I would be running late. When I returned the car later that afternoon, I was greeted by one of your associates, Max. I just want to inform you of the outstanding customer service I received from Max. He is the type of young man everyone can be proud to have on their team. Max was very polite, asked great questions about my experience with National Rental Car and resolved that one issue I did experience. Due to his asking questions, he led me to inform him of my lockout experience. I was not even going to mention it to anyone and just consider renting from Hertz next time. He had already printed out my receipt and when he learned of my circumstances, he quickly recalculated and removed the lockout service charges. Because of outstanding service provided by people like Max, I will continue to rent from Enterprise/National. Great job! By the way, I rented from Enterprise/National again last week, thanks to Max.

*Thanks,
Tom Dooley*