

mspnice award

December 20th, 2018

Greetings Managers,

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



Abdul Abdurahmen, Enterprise Holding Inc.

Customer compliment:

Gary Yourzak returned on Friday and wanted to pass on a compliment for the great service he received at the exit booth when he picked up Saturday afternoon. Gary prefers the Toyota Rav4 for familiarity and safety features. He has received a Rav4 from Alamo twice in the past, so he booked Alamo again, even at a higher price than other companies, for a chance to get another Rav4. He is aware that the specific car is not guaranteed.

Gary came in to pick a car and there was no Rav4 available, so he settled for something else. At the booth, Gary expressed that he was disappointed that he couldn't find a Rav4, and Abdul invited him to back up and let Abdul locate one.

Gary said this absolutely made his trip... and realized that most folks would not have done that for him. Gary wanted to locate Abdul and thank him personally, but I promised I would pass on the compliment.