

# mspnice award

December 20<sup>th</sup>, 2018

Greetings Managers,

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



Emily Swetlik, Enterprise Holding Inc.

## Customer compliment:

This morning your assistant manager Emily S helped me find an item that I left in one of your rental vehicles. She went above and beyond, her customer service was amazing and not seen very often these days. I just wanted to thank her again and National is very lucky to have an employee like her.