

# mspnice award

August 8<sup>th</sup>, 2018

Greetings Managers,

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



Jason Ngwesse, Enterprise Holdings; Katlyn Schenck, MAC; Maha Abbas, and Marcus Brown, Enterprise Holdings

## Customer compliment:

I would like to extend to you my deepest gratification with regard to my recent rental on 6-11 to 6-15.

You put me in the Cadillac XT5 and it is a very nice vehicle I must say.

I had to travel to Rogers several times this week and it was enjoyable for me to drive. I was having a bad day on Monday having 2 flights canceled, rescheduling and arriving 6 hours later than I was scheduled.

You stepped in and made a remarkable experience out of a bad one and I thank you. Your actions are compassionate and notable. If you manage, in the same regards to your customer's experience than you are a successful man.

*Thank you again for great customer service!*

*Harlan Smith*