

mspnice award

August 8th, 2018

Greetings Managers,

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



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

Customer compliment:

Please be advised that your employee, Maha, at the MSP airport counter was a tremendous help to me today. After 2 days of emails and phone calls with the main customer support, she was finally able to resolve an issue of a missing rental agreement. Without this support, I would not have been able to access a receipt to expense the rental charge. Having worked with the escalation support team on this, only Maha was able to find the agreement and provide me with what I needed. Her demeanor was pleasant, and she was quite personable and professional within the process.

Thank you for hiring people who represent your company well, and I do hope she is recognized for such great customer care. I look forward to meeting her in person the next time I fly into MSP as this interaction will positively impact my decision to rent from your company again.

Thank you, Anne