

mspnice award

August 8th, 2018

Greetings Managers,

One of your employees, Marcus Brown, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Marcus 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 Marcus!



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

Customer compliment:

**My name is Lillian Cook. I have rented from your facility every week for the past month and plan to continue for the duration of my project in Minneapolis. I want to let you know about my most recent experience. I normally pickup my rentals on Sunday. However, my flight was cancelled. Therefore, this week I arrived on Monday 06/04/2018. The 2nd floor airport car rental was super busy and a line of people were waiting in the lot to pick up cars. You had an employee who was doing a phenomenal job and because of him I am writing this "feedback" email. His name was Marcus. I barely got his first, because he was hustling with a smile to get people in their rentals and in the checkout line. I know you are probably used to getting emails when people have a bad experience with National, but I believe in letting companies know when one of their employees goes above and beyond to provide customer satisfaction. This week Marcus was that person. Let him know I said Thank You.

** I returned my rental car at MSP Terminal 1. An hour later that I noticed I was missing my cell phone. I returned to the rental counter but my phone had not been turned in. I felt emotionally deflated and stressed which, is always accentuated for anyone by the stress of business travel and being away from their family. Just when I had pretty much accepted that my phone may be lost for good, Marcus Brown showed up and dedicated himself to doing all that he could to find my phone. He personally tracked down my phone from within the car that we had turned in. I was overwhelmed with relief and comfort. It was then that I realized I had to commute to Terminal 2 and asked Marcus how to get there. He questioned how much time I had until my flight departed and realized that there was a possibility that I may not make it to T2 in time due to the commuter train schedule. Marcus then asked me to come with him and he personally drove me to T2 so that I would not miss my flight. I was and still am blown away by the unprecedented dedication that Marcus made to me as a person in finding my phone and getting me to T2 in time for my flight so that I could get back home to my family. Marcus should be praised not only for his commitment to customer service, but also for his commitment to the individual as a person. I was truly touched by his kindness and dedication to helping me and his willingness to use all his resources. I would like to say thank you to Marcus for everything that he did for me. His personality, character, and humanity are unique and inspirational. I hope that you share this as a shining example of how Marcus represents humanity, Minnesota, and the National Car Rental Company.