

# mspnice award

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

Greetings Managers,

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



Tam Birnell, Enterprise Holding Inc.

## Customer compliment:

Last night I had a very positive experience with Tamara at the National counter in Terminal 1. I made a reservation to pick up a car at 12:30 with Alamo at Terminal 2 through southwest.com. When I got to the Alamo counter at Terminal 2, and saw that it was closed it was very frustrating. I had to take the light rail from Terminal 2 to Terminal 1 which took 45 minutes given the time of day. Luckily when I got to Terminal 1 Tamara was extremely helpful and got me on my way immediately. It turned a negative experience into a positive. Thank you.

*Tom Drzazgowski*