

mspnice award

August 28, 2019

Greetings Managers,

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



Karen Racek, MAC Airside Leasing & Tenant Relations, Alex Manole, Avis Rental Car and Joe Merten, Avis Manager

Customer compliment:

I have been traveling and haven't had a chance to send this until now. I was really impressed with the service I received from Alex Manole at your airport location.

As someone who travels to different states every week, it's nice to experience customer service that goes above and beyond expectations, to make sure that every reservation is just right and that the vehicle we get is accommodating for our needs. Alex has and continues to do just that every time we book with you there at the Minneapolis airport.

Would you make sure Alex knows how much we appreciate his attention to detail and exceptional customer service? Alex is a perfect example of why we continue to partner with Avis. We're looking forward to using you again in the next few weeks!

Grerayle Walton