

mspnice award

August 7, 2019

Greetings Managers,

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



John Williams, Car Rental, with Karen Racek, Asst. Manager, Airside Leasing & Tenant Relations and Kenny Weyandt, Area Regional Manager

Customer compliment:

A few weeks ago my family and I arrived into MSP and rented a car to drive to Iowa for a funeral. John Williams was our Alamo greeter. He was extremely nice, and took the time to get feedback on the type of car we were looking for, understanding that we had a multiple hour drive south. He gave us an excellent option, and helped load my bags.

Travel is not all that fun anymore and it is so nice to meet someone that is friendly and has a positive attitude. I do a fair amount of business travel and it's rare to meet someone with John's character.

Given the rarity, it's all the more important that we share positive comments, so I am passing them on.

Thanks for the opportunity to provide feedback!
Lisa Le Gette