

# 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:

Please extend our thank you to John Williams (Sorry if I may have misread his last name on his card). John was so professional. He greeted us warmly with his words and smile. He helped to move our bags to our rental and assisted our choice of cars that might best fit all of our baggage from MSP.

The small Nissan was comfortable and clean. We appreciate it made good gas mileage and was comfortable to drive.

Thank you for a great rental experience from Alamo. Please thank John again for his warm Minnesota welcome.

With Appreciation,  
Gloria and Christopher Honda