

# 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:

I'm emailing to recognize a member of your staff, John Williams. He was so friendly and helpful when getting us setup with our rental. He also took the time to share a few personal stories and get to know our family.

Thank you to John for making our Alamo pickup experience at MSP so pleasant!  
We'll be back.

Jessica Berg