

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 just wanted to take a moment to share what a great experience we had today with Grant and John Williams. We actually rent from this location regularly but today was truly a standout. Grant was in the lobby area connecting with guests and welcomed us in with a smile. He guided us through the kiosk and helped us escape the queue.

When we went to find our vehicle John greeted us warmly and was kind enough to walk with us and find the perfect car for our family. I've never before felt like someone was so genuine and patient in wanting our family to feel comfortable. John was warm and managed to make us feel valued, which is a dying skill in such a quick transaction.

After a long day of travel it was such a pleasure to feel cared for by your team today.

Kelli McCullough