

# 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:

Recently, I was traveling through the Minneapolis airport with four other family members when weather issues delayed our flights and changed our travel plans. In order to make a connection in Winnipeg, we were forced to alter our previous plans and find a rental car and drive to Winnipeg. After dealing with numerous other agencies, I was fortunate to run into John Williams. He listened carefully to our problem, huddled with a manager and was able to find a solution with Emily Swetlik. All other agencies said no to our issue without trying, but both John and Emily found a solution and we were able to salvage a family vacation that had been planned for almost a year.

I am 55, I am involved with several businesses that rely on our employee's interaction with customers/clients and was impressed by both John and Emily. I have really had no loyalty to a car rental agency in the past but I can promise you that going forward I will seek out Alamo solely because of the efforts of John and Emily.

Congrats on two superb employees.

Sincerely,  
Craig A Lehman