

mspnice award

April 16th, 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!



Latasha Thompson, Alex Carlstedt, and John Williams; Enterprise Holdings

Customer compliment:

I wanted to take a minute to recognize one of your colleagues for his exceptional customer service. Let me explain...after many many hours of flight delays, gate changes and broken expectations from the airline provider that was hired to take me from the East Coast to Minneapolis today I finally arrived this evening. I was destroyed, defeated and downright depressed by the time I arrived at Terminal 1 National rental center. It was late and there were not a lot of options left on the lot for a 100% committed Executive Member. I approached the booth and explained my situation to John who immediately understood my concern about driving in these hazardous weather conditions and the experience I went through just to get to Minneapolis. In the spirit of National Rental Car and the reason why customers such as myself continue to support your organization, John went above and beyond to focus on the customer needs and do the right thing. He was able to put me into a vehicle that met my needs and provide the one bright moment in what was otherwise a pretty miserable travel experience. For this reason I wanted to send you this note of recognition and appreciation for John and the other solid members of your organization that provide such a great service to us very frequent travelers.

Thank you, Will