

mspnice award

August 7, 2019

Greetings Managers,

One of your employees, Latasha Thompson, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Latasha for her outstanding commitment to customer service at MSP.

Our thanks go out to her 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 Latasha!



Latasha Thompson, Car Rental, with Rental Car Managers

Customer compliment:

I just wanted to express my gratitude and satisfaction with the customer service I received at the Minneapolis-St. Paul, MN Airport National Rental service this past week. Two people in particular went out of their way to help us – Andy and Tasha, in the car checkout portion. Both were very understanding of our situation and went the “extra mile” to help my family on our rental experience.

I was extremely pleased with the service we received and how these two employees performed. They are very aware of what “good customer service” means and how to demonstrate that to employees. They should be recognized – Tasha and Andy at the car checkout in the Minneapolis-St. Paul Airport, MN National office.

I will use National again based upon this experience.

Thank you.
Peter Zovak