

# mspnice award

April 16<sup>th</sup>, 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, Alex Carlstedt, and John Williams; Enterprise Holdings

## Customer compliment:

I'm writing you because your employee Tasha made a crummy day a little bit nicer. My girlfriend and I had to pay to reschedule our flight to your great city for personal reasons. We got here later than we wanted to and although we did get a good discount through Delta, I couldn't get the option I wanted—a car with heated seats.

We picked a small Toyota to drive and noticed the "maintenance required" light was on. When we told Tasha and knew it needed an oil change and asked if we could wait a few minutes and switch cars, maybe even get an upgrade. I agreed and told her the only thing I wanted was a car with heated seats. A few minutes later she pulled up behind us and handed me the keys to a lovely Nissan Maxima with all kinds of options, including the only one that mattered—heated seats!

Tasha was very nice to us and got us on our way quickly all while doing her best to maintain your fleet of rental cars. I really appreciate the effort she went through for us today. You and your employees made a lifelong customer today.

*Thank you, Robert Wood*