

# mspnice award

April 18<sup>th</sup>, 2019

Greetings Managers,

One of your employees, Marcus Brown, was recently awarded with an MSP Nice Award. The MSP Customer Service Action Council (CSAC) is proud to recognize Marcus 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 Marcus!



Marcus Brown, Enterprise Holdings

## Customer compliment:

Just wanted to pass along some feedback from Inge Thulin's VIP rental last weekend. His assistant just called to say how fantastic the service he received was. He was very impressed and thankful. Even more impressive, his assistant also said he NEVER singles out this type of service. She only ever hears about his bad experiences so she again noted how rare this is. Huge thank you to you and your team out there!!!