

mspnice award

August 7, 2019

Greetings Managers,

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



Stacey Ashley, Car Rental, with Alex Carlstedt, Branch Manager and Kenny Weyandt, Area Regional Manager

Customer compliment:

To whom it may concern:

I wanted to let Stacey's supervisor know, that they have an excellent employee. On Friday, 06/07/19, I came to the Alamo Car Rental at the Minneapolis Airport. I planned to use my husband's visa card for the rental. I learned I wasn't able to use his card. She explained why. She served others, while patiently waiting for me to solve my problem. I returned for services. She discreetly informed me that there wasn't enough money on the card. She gave me time to fix the problem. She served others while patiently waiting for me, again. Eventually, everything was resolved and I was able to rent a vehicle.

I came to Minneapolis for my father's funeral. It was and still is a difficult time for me. I had a lot to do and manage in a short period of time. I really appreciated Stacey's professionalism, discretion, and being true to Alamo's rules. Her patience was priceless!!! Her customer service was outstanding. She was truly an Angel.

Sincerely,
LaTiya Oshodi