

mspnice award

August 25th, 2015

Greetings Managers,

One of your employees, Elviar Harvel, was recently awarded with two MSP Nice Awards. The MSP Customer Service Action Council (CSAC) is proud to recognize Elviar 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 Elviar!



Elviar Harvel, MAC Landside Operations;
with Atif Saeed, MAC Asst. Director, Landside Operations

Customer compliment:

** I am writing you concerning one of your amazing workers, Elviar Harvel. Being the first time flying, the whole experience was so new to us. The flight was great! We gathered our luggage and found our way to the taxi service completely overloaded with luggage. There we were greeted with a beautiful lady named Elviar Harvel. She greeted us with a warm, beautiful smile, and helped us with our luggage. Within 1 minute she had a cab at the curb to take us home. You are blessed to have such a wonderful, caring employee like Elviar! PS, she was offered a generous tip which she refused!

**After arriving late into MSP we needed help after both of our phones had died. Elviar was not only extremely helpful but also helped us find the correct hotel. After a long day I could not have asked for or expected better customer service. Elviar is an asset to your team!