

mspnice award

March 21, 2014

Greetings Managers,

One of your employees, Elviar Harvel, was recently awarded with an MSP Nice Award. 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!



MAC Landside Operations, Passenger Services Assistants (back row) Nancy Lo; Starr Vann; Cynthia Stevenson; Larry Burgett; Arlie Johnson, Assistant Airport Director/Landside Operations; Travis Athmann and Jeff Courteau, Manager, Parking Systems (front row) Elviar Harvel, Heidi Sagerer, Rik Wenzel and Shams Gelle

★ Customer compliment:

Kudos to your employee, Ms. Elviar Harvel. I dropped my wallet at Terminal 2 Humphrey Airport on 2/7/14. She took the initiative of finding me and I was already 30 miles from the airport. I called her from my shuttle bus to identify the contents. After being taken to the taxi stand my wallet was on the evening shuttle back to Eau Claire. I am so grateful there are still honest people in this world. Elviar is a blessing, so please recognize her for her great work. Thanks so much!

-Jayne Hasmuk