

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:

Three employees found a way to help me locate my car that I mistakenly parked in an area I was not supposed to be. They sensed my anxiety as I was in a hurry to pick up my son and his wife, and my three and four-year-old grandchildren coming in from Florida. I wanted to give a tip which they said they could not accept so I want them to at least be recognized for their gentle and caring way of treating me. Please express thanks to them again. What could have been a terrible experience became a pleasant one for me. Their names are: Elviar Harvel, Bob Mundahl and Cindy Stevenson. If you see them, please relay my greatest appreciation. Thank you!

-Claudette McCollar