

mspnice award

August 25, 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!



Arlie Johnson, MAC Assistant Airport Director, Landside Operations, with Katie Erickson, Elviar Harvel and Billy Todd, MAC Landside Operations

★ Customer compliment:

Was extraordinarily kind to an 80 year old woman who didn't have reservations. I was extremely impressed with her kindness.

Please recognize her in some way.

Many Thanks,
Sally