

# mspnice award

January 30<sup>th</sup>, 2015

Greetings Managers,

One of your employees, Elviar Harvel, was recently awarded with three 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!



Eric Hudak, Elviar Harvel, Kim Nguyen, Phillip Freeman, Billy Todd, and Steve Holes, all of MAC Landside Operations

## Customer compliment:

\*\* I took a ride in Taxi 5764 from Terminal 2 to the Doubletree Hotel in Downtown St. Paul and mistakenly left my laptop bag in the Taxi. I didn't recall the taxi # that I rode in but I called the company (United Group Taxi and Limo) to let them know. I spoke to the gentleman at dispatch (Mando) and he advised that he would do his best to help me locate the bag but that it would be faster if I could find out the taxi number. I ended up traveling back to the Terminal 2 taxi booth to get further assistance. I spoke with Elvira H who was extremely kind and helpful in helping me understand how I could get my bag back and provided me with the phone numbers for MSP Landside Operations, MSP Lost and Found and the taxi booths at both terminals. I am very grateful for Elvira's efforts because without her help I would not have been able to connect with Bob at Landside Operations the next day who looked at video with the information I provided and was able to identify which taxi # I had rode with the day prior. I can't tell you how much I appreciate Elvira, Bob, Mando and the taxi driver's help with recovering my bag. It saved me the potentially massive setback of losing my company laptop, other company property as well as my car keys and house keys. I am extremely grateful and never expected such fantastic and responsive service from an airport team and taxi company. Please pass along my compliments and thanks to the team again. They should be commended by management!

\*\* Miss Elviar was very kind and attentive during my dilemma. She took it upon herself to take quick action in making several suggestions, when a decision was made on my part; she immediately took action and followed through. I was thoroughly impressed!

\*\* There was confusion in returning a Hertz rental to the appropriate area. GPS said we had arrived but we were in the wrong area and I had no idea where to go and how to get there. Elviar Harvel was a great help in explaining where we were and where we needed to go. She also gave us a map of the area and outlined the route. She was very clear in directions and very helpful. I appreciate her personal concern and assistance. During the last visit to MN I had no problem (about 2 years ago) so age is making a difference. Stay Young!