

mspnice award

June 25th, 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!



Phillip Freeman, Kim Nguyen, Elviar Harvel and Billy Todd, MAC Passenger Service Assistants, Landside Operations; with Phil Burke, MAC Airport Director

Customer compliments:

** I left a very valuable briefcase on a taxi from the Airport. Elviar was more than helpful in locating the taxi and returning the briefcase to me! When I offered her a nice tip, she refused it, saying it was just part of her job!

**Elviar Harvel went above and beyond the line of duty to help me. She helped me to the restroom (I have MS and need assistance) and made sure I got on the shuttle. I really appreciated Elviar and her assistance.

*Thank you!
Linda Jasper*

**I am a new business owner at MSP. I was so lost and unsure of where I was. I approached Elviar Harvel at the Info Desk, she was so kind, patient, thoughtful, and helpful to me that I felt I had to write a comment card for her. She is an outstanding employee and I commend her for bringing such amazing customer service!