

mspnice award

October 11, 2013

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!



Phil Burke, Director of MSP Operations and Steve Holes, Assistant Manager of Passenger Services with Elviar Harvel

★ Customer compliment:

Miss Elviar was excellent! She was professional, very helpful, courteous and committed to her duties. She followed up by checking in person to make sure I found the vehicle to take me to Rochester. Miss Elviar deserves both a pay raise and promotion. We need more workers like Miss Elviar, I wish her every success in her career.

-Patrick Hayford