

# mspnice award

December 16, 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!



Arlie Johnson, Assistant Airport Director, Landside Operations and Phil Burke, Director of MSP Operations with Elviar Harvel, Passenger Services Assistant, MAC Landside Operations

## **Customer compliment:**

I was both touched by her kindness and extra special patience with me. She was so helpful and waited with me to get the shuttle. She got my 3 pieces of luggage from the wheelchair driver and she made it feel like she cared very much and even gave me \$5 (her own money) when she didn't put the tip on the credit card I used. She felt badly. She went beyond just duty. Great attitude and feelings. She made it easier for me in every way. Elviar Harvel was her name. Thanks.

*-Gail Cohn*