

mspnice award

June 27th, 2016

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!



Elviar Harvel, MAC Landside Operations, with Wendy Lauber, MAC Manager, Landside Operations

Customer compliment:

I would like to extend my appreciation for the incredible service I received from one of your employees this evening/morning at 2:30am. My son and I arrived at the wrong terminal and proceeded to return our rental car without knowing we were at the wrong terminal. When we were unable to find anyone at the rental car location to return the keys, we went looking for anyone who could help us. Being a single Mom with a small child in the middle of the night, realizing we were at the wrong terminal was absolutely horrifying. However, lucky for me, I did find someone, Elviar Harvel. She provided me first with directions to the ladies room so that I could collect myself. Then she kindly took out 2 maps and very patiently and several times went over the directions with me on how to get to Terminal 1. Then as I began to walk away still confused and struggling, she offered me a push buggy and walked me in the right direction. Elviar changed a night that would have given most single moms a night of tears into a calm and manageable night. I just thought someone should know what an outstanding employee you have and that even in the middle of the night employees like Elviar are representing you in a very bright light!