

mspnice award

October 24th, 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!



Bob Mundahl, MAC Operations Agent, Landside Operations; and Elviar Harvel, MAC PSA, Landside Operations

★ Customer compliment:

I would like to point out one of your employees. Elviar Harvel assisted me today as I was in a bit of a jam. She went above and beyond what I usually encounter. And to this I owe her a big thank you. I encourage you to please give her a big pat on the back and let her know what a great job she is doing. I believe it's the small gestures that keep people encouraged to continue this time of work... again, a big thank you.

*Cheers,
Joe*