

# mspnice award

December 7<sup>th</sup>, 2017

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!



Steve Moss and Dawit Tinsae, MAC Landside Operations; Phil Burke, MAC Director of Operations; and Elviar Harvel and Amy Weinhaus, Landside Operations

## ★ Customer compliment:

So many thanks to Ms. Elviar Harvel for the amazing support and great job. I had forgot my jacket with my passport and mobile phone in the taxi. With much endurance and consistency, she found the taxi with my jacket. My tip was rejected- because of compliance!!