

mspnice award

January 25th, 2018

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!



Christian Jones, Elviar Harvel, John Gubash, MAC Landside Operations;
and Phil Burke, MAC Director of Operations

Customer compliment:

Elviar Harvel is an angel! When my shuttle to an outlying area failed to show up, then told me they wouldn't come, Elviar researched every transportation option but dog sled, and found a way for me to go. To my surprise, the fee was less than the no-show shuttle.

She is TOP NOTCH!