

CSAC

CUSTOMER SERVICE ACTION COUNCIL

MEETING NOTES FOR DECEMBER 14th, 2017

Attending: John Anderson, Airport Foundation; Tami Bendele, Sun Country; Susan Binger, Wings Financial; Phil Burke, MAC; Karen Carlin, Delta; Barbara Cook, Delta; Brittany DeRienzo, XpresSpa; Terry Ferguson, Foundation; Kerry Forbes, Caribou; Kirsten Frisch, XpresSpa; Steve Gentry, MAC; Anne Grossardt, Sunglass Hut; Amanda Greene Guentzel MAC; Kevin Griffin, MAC; Matt Grimm, MAC; Winston Grover, DHS; John Hewitt, MAC; Jake Hoehn, MAC; Tony Hoffer, MAC; Butch Howard, HMS Host; Alan Howell, MAC; Warren Jenquin, CHSI-USA; Teresa Joens, Aero-Serv; Audrey Johnson, St Croix; Eric Johnson, MAC; Kahakualii Kaiminaauao, Alaskan Air; Katlyn Kaiser, MAC; Nicole Kiefer, MAC; Dave Koehler, Aero Serv; Meredith Lang, DGS; Wendy Lauber, MAC; Heidi Leide, MAC; Leslie Lepeltak, Food Travel experts; Michael Madigan, Delta, Steve Mahon, Sun Country; David Mathias, ScootAround; Kurt Marka, MAC; Kae Mayer, MAC; Pia McDonough, Delaware North; Carol Mitchell, Delta; Jeff Nawrocki, MAC; Naquandra Peterson, MAC; Amy Petruck, MAC; Jeff Prauer, Foundation; Karen Racek, MAC; Pady Reginer, St Croix; Isabella Rhawie, MAC; Brian Ryks, MAC; Atif Saeed, MAC; Lindsay Scherer, MAC; Travis Schuckert, MAC; Melissa Scrovonski, MAC; John Shabelski, Caribou; Tom Siedelmann, OTG; Nicole Tillander, MAC; Nancy Thompson, Delta; Rick Valentino, MAC; Cliff VanLeuven, TSA; Trevor Warfel, Hertz; John Welbes, MAC; Sylvia Zabel, Wings; Kate Webb, MAC

Welcome and Introductions – Brian Ryks

1. Public Service Announcements:

A new art exhibit is up at the C concourse art gallery, highlighting sports of Minnesota. More info on the Employee Art Show will be coming post Super Bowl!



Please remind your employees that this addition is to keep employees and customers SAFE. Please remind all to be respectful to Whelan as they are doing their job to ensure safety and security. Questions? Reach out to Jake.Hoehn@mspmac.org

Public Service Announcements

Employee Portal 3



- Metal detector added
- All staff will continue to have bags checked and will go through the detector
- Two (2) security personnel will be on hand 24/7
- Start date to go active: TBD

1. 2018 CSAC Goals

Per feedback, the 2018 goals will have minimum change- now including LANDSIDE BENCHMARKING.

2018 CSAC GOALS

Celebrate success!

Suprise & Delight Campaign

Broaden CSAC participation

Landside Benchmarking

Concessions & Construction updates

2. Committee Updates

- MSP Nice Celebration Committee:** The date for the 4th Annual MSP Nice celebration is *February 21st 2017*, at Terminal 2! If you're interested in joining the planning committee, please join us at our meeting following CSAC in September. This year's event will be bigger and better, and are continuously looking for organizations to be a financial sponsor or donate raffle prizes.
- MSP Nice:** Stay tuned for some holiday Surprise and Delight taking place next week- holiday Elves will be handing out bottled waters at Terminal 1. There will also be a Surprise and Delight campaign over Super Bowl week.

- c. **MSP Jobs:** The committee will meet Tuesday, January 9th at 815AM, and all are invited to attend. Some other news: an upcoming job fair is taking place in January with the Work Force Center, and branded promotional materials for MSP Jobs and working at MSP are on the way!
- d. **CSAC Forum:** More information will be shared for a Forum held in March 2018.
- e. **Building on Success:** We are still on task with a 2nd employee break room, located on the end of the G Concourse. Construction will begin Summer 2018.
- f. **Travelers Advisory and Travelers with Disabilities Advisory:** Both groups met combined for the first time, November 13th and it was a success. Another exciting addition is ScootaRound now has device repair business operations onsite at Terminal 1 and Terminal 2.
- g. **Airport Customer Service Hero:** Nominees can now be submitted to Hero@mspmac.org. Posters have been disbursed and we ask that you share this information with your employees.

Nominate a Coworker for
AIRPORT CUSTOMER SERVICE HERO

Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission.

Open to all employees and volunteers at MAC's seven airports.

Email your nomination to:
Hero@mspmac.org

Hero@mspmac.org

Deadline to submit award nomination is March 31, 2018

Minneapolis – St. Paul International Airport
Anoka County Airport
Airlake Airport
Crystal Airport
Flying Cloud Airport
Lake Elmo Airport
St. Paul Downtown Airport

In partnership with the Metropolitan Airports Commission's Customer Service Action Council and the Airport Foundation MSP

John Smith
ABC Company
2018

Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission.

5. Terminal Construction Updates- Heather Leide

Heather shared timelines of when construction projects will be wrapping up, with the mindset of “getting out of the way of passengers”.

- Inbound lane will open late on Dec. 21st through Dec. 26th to help with holiday traffic. It will close again, and open permanently January 19th.
- Food court bidding begins next week, with plans to begin construction post Super Bowl
- Vertical circulation construction walls will be down after Christmas, and by January 19th
- AC Rotunda scaffolding will be down by January 19th (Skyway construction will continue)
- The silver parking ramp construction will continue but will not be an obstruction to passengers or operations

**The common date is January 19th for construction wrap up*

6. Super Bowl Trivia- Phil Burke

Phil hosted an interactive team based trivia game of useful NFL facts with the underlying theme that VOLUNTEERS ARE STILL NEEDED AT MSP for the Super Bowl.

Please consider signing up with Travelers Assistance to be a volunteer as many more are needed.

Please reach out to Terry.Ferguson@mspm.org for more information on volunteering.

And congratulations to Team #8, the Kansas City Chiefs, on their win!

MSP Nice Cards

- ✓ When a manager or supervisor witnesses an employee doing exceptional customer service.
- ✓ Employees get **IMMEDIATE** feedback on a job well done.
- ✓ **ANY** manager or supervisor may award this card to **ANY** MSP employee!



Another way to promote 

8. MSP Nice Cards- The MSP Nice cards list the MSP Brand Standards that we use in our customer service training. Please use these cards to recognize MSP employees who are demonstrating good customer service. If you need a supply, please contact katlyn.kaiser@mspm.org or call 612-726-5574.

The next CSAC meeting is scheduled for Thursday, January 11th, 2018 at 10-11 a.m.,

T-1 Lindbergh, Airport Conference Center, Commission Chambers