

CSAC

CUSTOMER SERVICE ACTION COUNCIL

MEETING NOTES FOR JANUARY 11th, 2018

Attending: Tami Bendele, Southwest; Mark Bents, MAC; Susan Binger, Wings; Jennifer Bingham May, HOST; Phil Burke, MAC; Karen Carlin, Delta; Jamie Chatelle, MAC; Barbara Cook, Delta; Brittany DeRienzo, XpresSpa; Lia Fontanazza, Delta; Kerry Forbes, Caribou; Kristen Frisch, XpresSpa; Roy Fuhrman, MAC; Shannon Gale, MAC; Steve Gentry, MAC; Amanda Greene Guentzel, MAC; Anne Grossardt; Matt Grimm, MAC; Liz Grzechowiak, MAC; Butch Howard, HMS Host; Warren Jenquin, CHSI; Todd Hudson, Delaware North; Audrey Johnson, St Croix; Eric Johnson, MAC; Ryan Josephson, Host; Katlyn Kaiser, MAC; Dave Koecheler, Aero Serv; Meredith Lang, Delta; Wendy Lauber, MAC; Allison Lensink, Delta; Heidi Leide, MAC; Leslie Lepaltak, Food Travel Experts; Patty Lupkowski, Foundation; David Mathias, ScootAround; Pia McDonough, Delaware North; Lori McEachern, Marsden; Carol Mitchell, Delta; Jeff Nawrocki, MAC; Brian Nevanen, DHS; Brian Peters, MAC; Manny Perez; Karen Racek, MAC; Isabella Rhawie, MAC; Bridget Rief, MAC; Lisa Riedesel, Delta; Chris Robertson, OTG; Ryan Rindels, PGA; Atif Saeed, MAC; Beth Sandeberg, MAC; Lindsay Scherer, MAC; John Shabelski, Caribou; Scott Skramstad, MAC; Mark Takamiya, MAC; Alissa Temple, Schmitt & Sons; Nicole Tillander, MAC; Eduardo Valencia, MAC; Cliff Van Leuven, TSA; Trevor Warfel, Hertz; Brenda Yearly, G2; Rebecca Zenk, American; Becky Zwart, Estes

Welcome and Introductions – Brian Ryks

1. Public Service Announcements

Super Bowl LII Edition **mspnice** Raffle Cards

Beats Pill Bluetooth Speaker

iPad

Standards

- Assure safety and security—our 1st priority. See something – Say something™.
- Employ the “circle of assistance”
Be proactive & approach the customer.
- Promote teamwork
Thank everyone you interact with as a valued customer, including co-workers and airport partners.
- Embrace “going your way”
Go out of your way to help customers on their way.
- Be “MSP nice”
Smile and greet each customer.

You were spotted giving EXCELLENT CUSTOMER SERVICE during Super Bowl week!

As a thank you, you are eligible to enter to win one of these raffle prizes:

- 50” TV
- iPad
- Beats Pill bluetooth speaker

Flip this card over for directions on how to enter the raffle.

HOW TO ENTER

Text 612-979-1011* and include:

- First and last name
- Phone number (must be on cellular or phone)
- What company you work for
- Validation code (Printed in bottom of this card)

Enter one time by 11:59 p.m. Wednesday, Feb. 7

ELIGIBILITY AND RULES

- Must be a MSP Airport budget employee
- MSP employees are not eligible to win
- Entry must be complete
- One-time entry; duplicates will be disqualified

For details and a list of prizes, contact Katlyn Kaiser@delta.com

Validation code: 0001

Thank you,

This card entitles you to one of the following:

- A FREE beverage from **SPICE KINGS** or **McDonald's**
- A regular coffee of the day from **STARBUCKS**, **DUNKIN' BROS.** or **COFFEE CONNECTIONS**
- A small coffee or donut from **DUNKIN'S**

Good at MSP Airport locations only. Valid 90 days from date presented.

Date: _____



Reminder: disburse these cards only during 1/29 to 2/6. Early entries will be disqualified. Winner will be picked at CSAC February. For cards, contact Katlyn Kaiser.

2. Committee Updates

- a. **Benchmarking Committee:** The committee has selected the airports they will visit this year, focusing on Landside Operations. They based the airport visits on ASQ scores (who has excelled in their Landside), Size variations, New parking structures, use of technology, and high use of TNC programs. Look for more information on the trips soon!
- b. **Forum Committee:** The next Forum will be held Thursday March 1st at 130PM, featuring Holly Hoffman, a Survivor Nicaragua finalist, speaking on “Turning Challenges into Opportunities”. Please save the date!
- c. **MSP Nice Celebration Committee:** Save the Date: The Third Annual Celebration will be held on Wednesday, February 21st at the gate expansions of Terminal 2 (H12-H14) from 2:00pm- 4:00pm. Please remind all award winners they MUST bring their SIDA badge to enter the event as it's in the secure area. Concourse guest passes CANNOT BE MADE if they are badged employees. If they are bringing a guest, they must RSVP their guest on the invite to get a Concourse guest pass made. Passes will be available to pick up at the Terminal 2. We are still in need of prizes- Raffle baskets and prizes, or sponsorships!



- d. **MSP Jobs:** The Jobs committee is currently waiting on their new budget request and hope to launch an ESL training focusing on customer service. No meeting will be held February, next meeting will be in March.
- e. **Travelers Advisory & Travelers with Disability Advisory Committee:** In the past few weeks TDAC has been busy: A Diaper deck concept was developed through feedback from a member of the Travelers Advisory Committee; members presented at the Hearing Loss Association of America, and United Blind of MN. Also, new program to assist visually impaired passengers to navigate MSP kicked off, (AIRA) which is another initiative in our goal to provide equitable access
- f. **Airport Customer Service Hero-** More posters are here! Make sure to spread the word that nominations are now open, as this is a great way to recognize your employees.
- g. **MSP Nice Committee-** Another successful Surprise and Delight campaign was completed over the holidays, delighting passengers with free bottles of water and spreading holiday cheer!



3. Terminal Construction Updates- Heather Leide

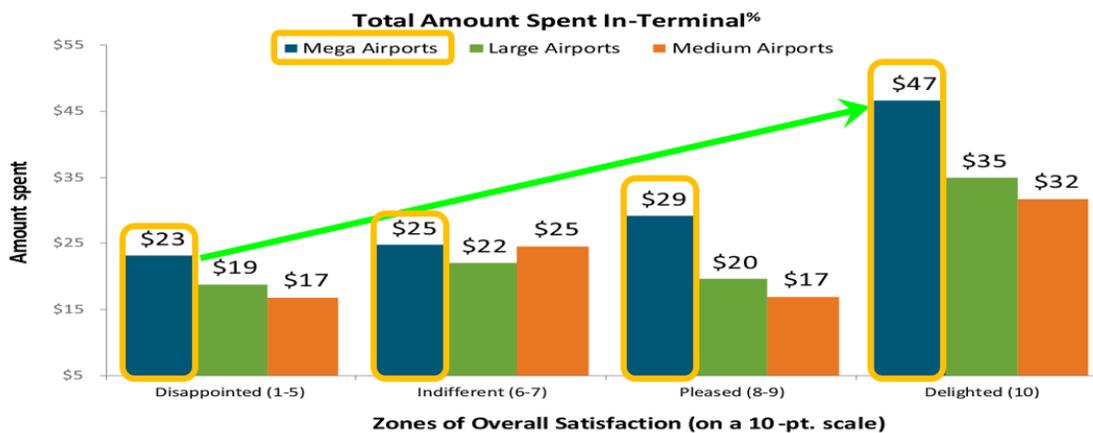
Heather shared timelines of when construction projects will be wrapping up, with the intention of having the terminal as ready as possible for Super Bowl.

- Parking/Roadway- Lots of work has kicked off on the new Silver parking ramp. The inbound roadway that is currently closed, will open Jan 19th through the SuperBowl, then close again.
- AG Connector and Hotel are moving along on time, with a targeted July opening
- A/B Rotunda- the construction scaffolding should be out next week!
- T1 Penthouse- the project is close to completion and will move to the North penthouse construction following.
- The Vertical circulation project in the Ticketing area is near completion (one side) and walls will be down by Super Bowl. Stair ways will be added next to the escalators and elevators will be front and center. Remember this is just phase 1 of the project- more to come!
- You will notice- Super Bowl branding and signage is up and everywhere!

4. 2017 Compliments and Complaints Overview – Steve Gentry

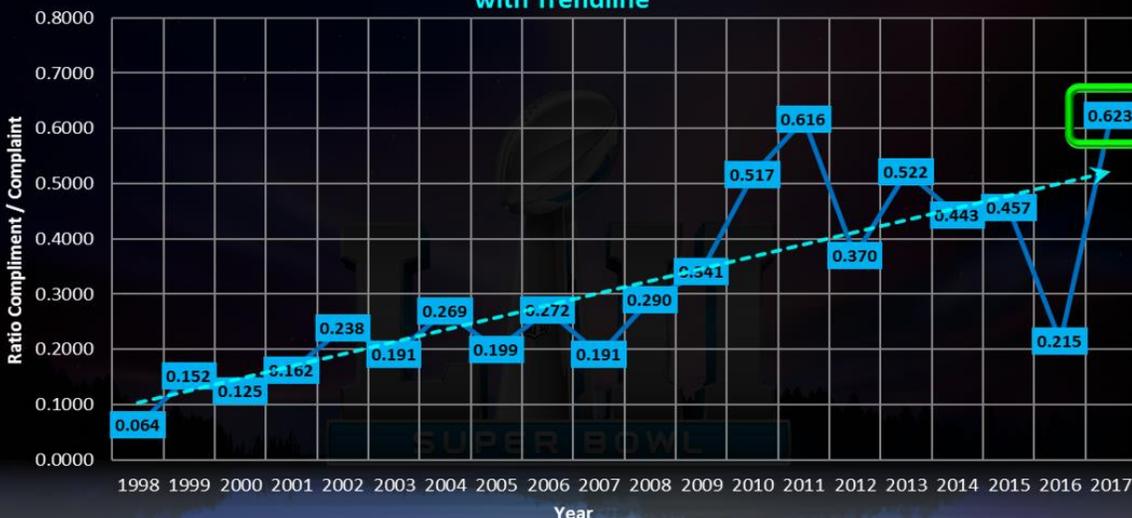
2017 North America Airport Satisfaction Study

Satisfied Travelers Spend More in Mega Airports



The more “Delighted” passengers are- the highest level of satisfaction, the more money they will spend in terminals! Hence the importance of stressing customer service and tracking satisfaction.

MAC Database Compliment/Complaint Ratio with Trendline



Number of Compliments / Number of Complaints = Ratio (The Higher, the Better)

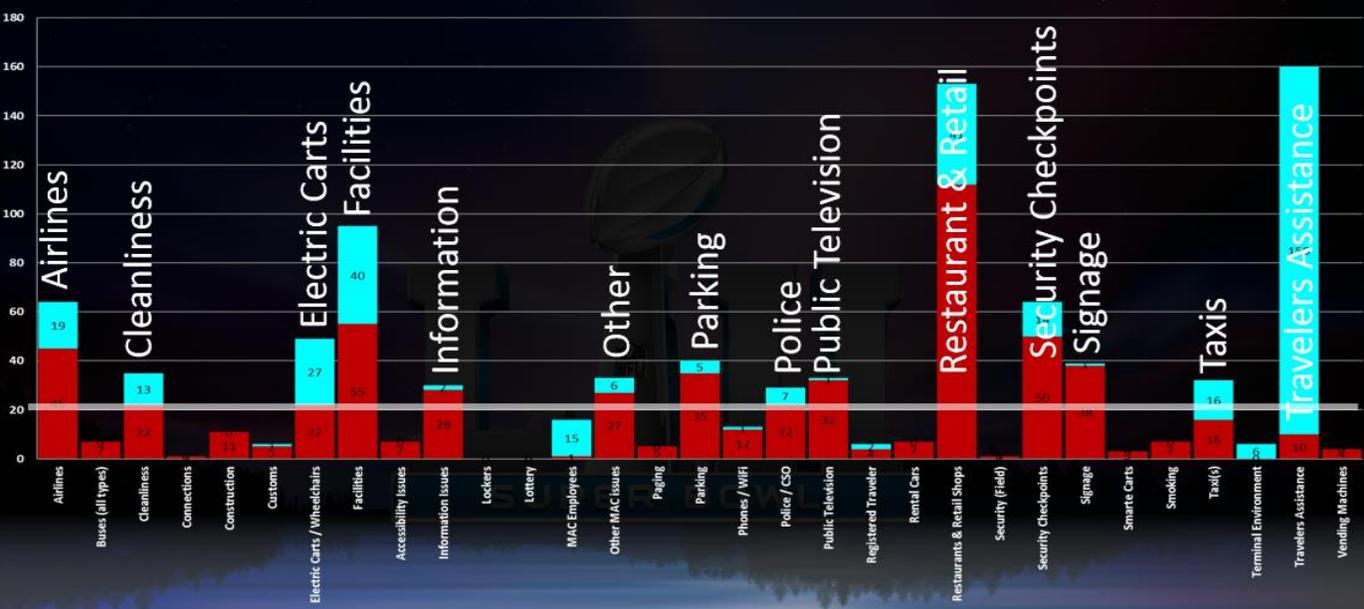
In 2017, we hit our ALL TIME HIGH of .623- it was a VERY GOOD YEAR!

*September 2016: 509 complaints generated by UberX utilizing their smart phone app requesting customers to email complaints to the Metropolitan Airports Commission so as to influence an upcoming TNC policy decision.

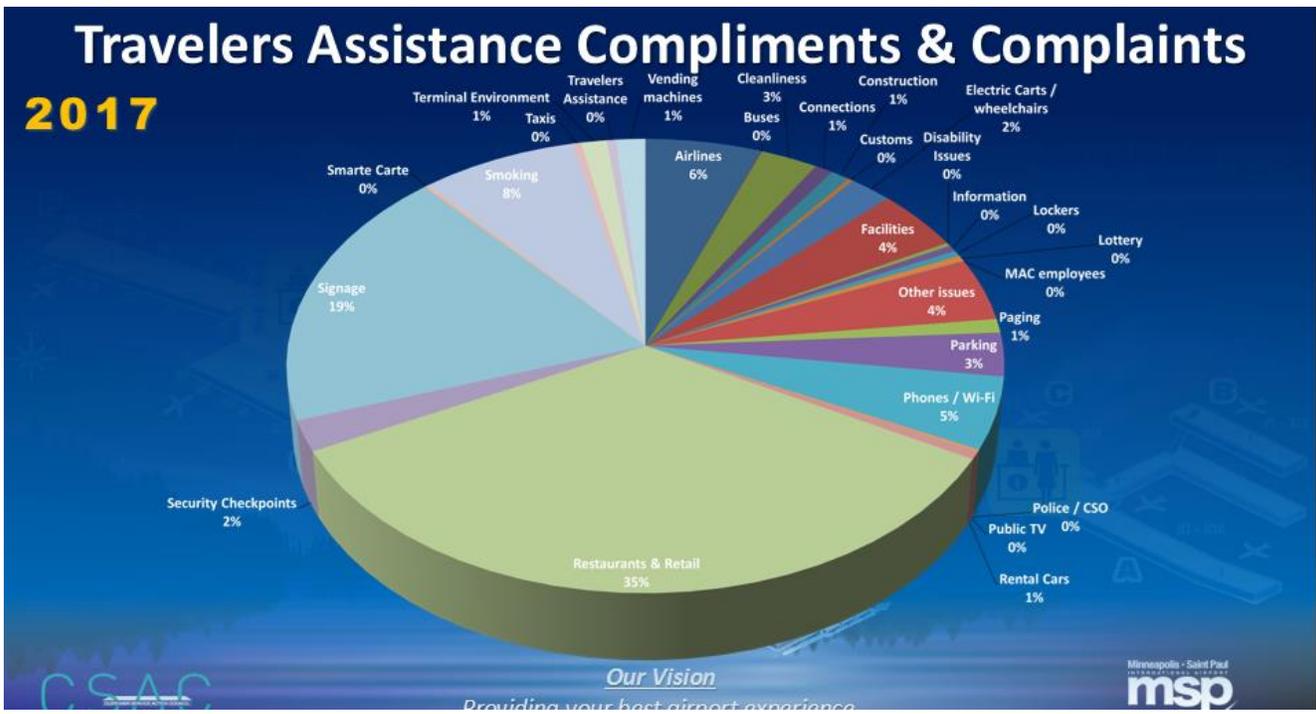
2017 MSP Compliments & Complaints

Compliments Complaints

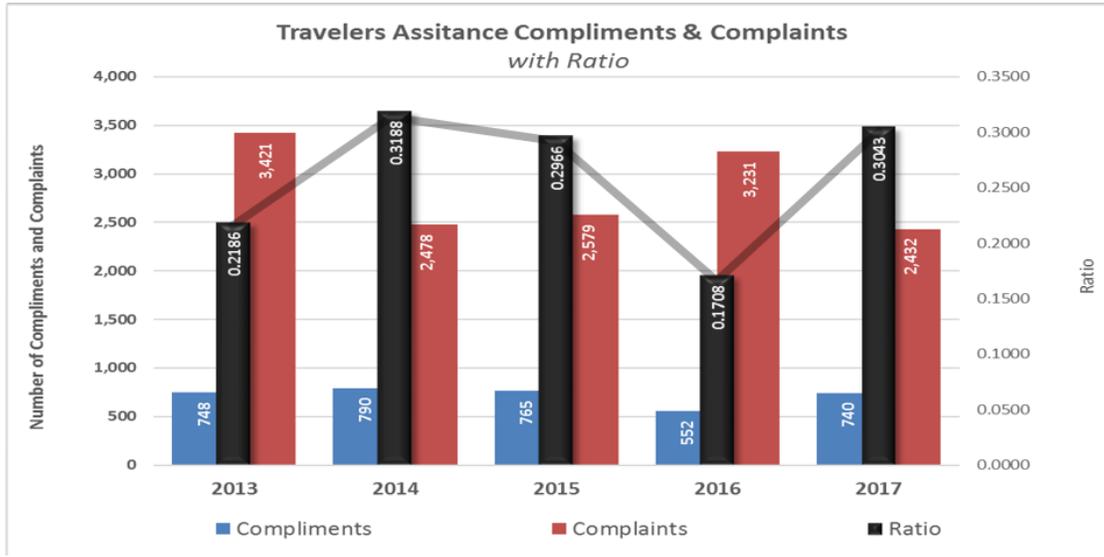
A glance at the compliments and complaints for the year.



Compliments and Complaints are tracked at each Travelers Assistance booth and we are able to pinpoint areas of concern, by location.



Travelers Assistance also had a remarkably high ratio in 2017.



5. MSP Nice Overview- Katlyn Kaiser

The 4 Pillars of MSP Nice at MSP were reviewed:



1. MSP Nice Training- an onsite training of the 5 customer service standards held during initial SIDA badge training. Since July, 2015 over 11,635 employees completed this, and 686 organizations have participated!

2. MSP Nice Cards- Updated for 2017! Managers and supervisors are encouraged to hand out MSP Nice Cards to employees they want to give feedback and thank for immediate feedback. Tenants from T1 and T2 participate and donate free items for any badged MSP employee to receive. It's a quick and easy way to show instant appreciation to employees. To get cards, please see Katlyn Kaiser.



3. MSP Nice Awards program- in 2017, 335 awards were presented- Our highest of all time, which goes to show how strong our customer service at MSP has been. The awards program is an incentive to recognize MSP employees who exhibit excellent customer service and receive an unsolicited compliment.

Criteria for Qualifying for an MSP Nice Award:

- a. Employees are eligible for the MSP Nice Award when an unsolicited written compliment is submitted by a member of the traveling public for excellence in customer service. Any employee with a valid MSP Security Badge is eligible.
- b. Written comments may be submitted via email, comment cards or letters. MAC Operations will determine eligibility of each comment. Comments may be disqualified due to ambiguity, solicitation or questionable sources.
- c. An employee's manager/supervisor must approve the award

Procedure:

- a. If an employee's manager/supervisor receives a customer written compliment about an employee, they should submit it to Katlyn Kaiser: katlyn.kaiser@mspmac.org

4. MSP Nice Celebration- the 4th annual celebration is held to honor those that win MSP Nice awards every year! A reminder for attendees to bring their MSP badge, to RSVP their guest for concourse guest passes, and to pick up the concourse guest passes. TSA will have an expedited line for attendees at Checkpoint #1. The Doors open at 2pm, program at 2:45pm, and the event will conclude at 4pm!

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 **mspnice**

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@mspmac.org or call 612-726-5574.

The next CSAC meeting ...

CSAC POST SUPER BOWL LII BRUNCH!!!

Thursday, February 8

10:00 – 10:45 AM

No presentations!

Free burrito brunch to say thank you for all you do!



- Flour tortillas
- Scrambled eggs
- Bacon
- Fajita steak
- Roasted potatoes
- Cilantro lime rice
- Shredded cheese
- Salsa & sour cream
- Fresh fruit
- Mini cinnamon rolls

CSAC



T-1 Lindbergh, Airport Conference Center, Commission Chambers