



March 14th, 2019 • 10am - 11am • T1-Lindbergh, Commission Chambers, Airport Conference Center

CSAC AGENDA

Welcome & Introductions	Eduardo Valencia	3 minutes
Public Service Announcements	Katlyn Schenck	5 minutes
Committee Updates	Eduardo Valencia	10 minutes
Concessions Transitions Updates	Liz Grzechowiak	5 minutes
Terminal Construction Updates	Airport Development	5 minutes
Customer Experience Updates	Phil Burke	5 minutes
IT @ MSP Overview	Eduardo Valencia	20 minutes
Celebrate Success	Katlyn Schenck	5 minutes
MSP Nice Cards	Katlyn Schenck	2 minutes

2019 GOALS

- Celebrate Successes!
- MSP Nice programs education
- Broaden CSAC participation
- Provide concessions and construction transition updates for 2018
 - CSAC 20th anniversary recognition event
 - Second MSP Nice employee lounge opening

MAC VISION:
Providing your best
airport experience.

CSAC MISSION:
To improve our
customers experience
at MSP.

**INTERNAL
BRAND PROMISE:**
MSP Nice, one
experience at a time.

