



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

AGENDA

Welcome & Introductions	Roy Fuhrmann	3 minutes
Public Service Announcements	Katlyn Schenck	5 minutes
Committee Updates	Roy Fuhrmann	5 minutes
Concessions Transitions Updates	Liz Grzechowiak	5 minutes
Terminal Construction Updates	Airport Development	5 minutes
Customer Experience Updates	Phil Burke	5 minutes
2Q 2019 ASQ Results	Steve Gentry	25 minutes
Celebrate Success	Roy Fuhrmann	5 minutes
MSP Nice Cards	Steve Gentry	2 minutes

CSAC 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.