

Customer Service Action Council Committees, v.22

Benchmarking Committee	Chair
Benchmarking team conducts visits to North American airports every other year to gather best practices to benefit MSP customers and employees. A final report with recommendations is presented to CSAC and to the Metropolitan Airports Commission Senior Staff.	Phil Burke Asst. Director – Customer Experience, MAC 612-726-5525; phil.burke@mspmac.org
Forum Committee	Chair
Committee plans 3-4 public forums per year featuring topics promoting customer service and current airport and aviation topics. CSAC Forums are open to all airport employees & volunteers.	Abby Kes Event Coordinator, MAC 612-794-0289; Abby.kes@mspmac.org
MSP Nice Celebration Committee	Chair
Committee plans and conducts the annual <i>MSP Associate Celebration</i> event to recognize employees who have received awards for exceptional customer service over the past year.	Kerry Forbes Caribou Coffee kforbes@cariboucoffee.com
MSP Nice Committee	Chair
Promotes the MSP Nice internal brand. Develops methods to train and promote the five customer service standards for all airport employees.	Katlyn Schenck Customer Programs Specialist, MAC 612-726-5574; katlyn.schenck@mspmac.org
MSP Jobs Committee	Chair
Identify employment barriers for MSP Employees, develop and brand the MSP employment experience and potential, and implement programming to support recruitment and retention initiatives.	Jay Noseworthy Manager, Concessions & Business Development, MAC 612-726-8197; Jay.Noseworthy@mspmac.org
Travelers Advisory Committee & Travelers with Disabilities Advisory	Chair
Panel comprised of the traveling public and airport representatives to identify key issues which impact travelers. Findings and recommendations are shared with CSAC.	Phil Burke Asst. Director – Customer Experience, MAC 612-726-5525; phil.burke@mspmac.org
Building on Success Committee	Chair
Panels are formed based upon a specific issue which impacts the traveling public identified from the MAC complaint database. The committee develops recommendations which are shared with CSAC	Angela Enroth Project Manager, Airport Development 612-713-7492; Angela.Enroth@mspmac.org
Airport Customer Service Hero	Chair
Recognizing exceptional service for enhancing the customer experience within the airports of the Metropolitan Airports Commission	Marty Robinson Federal Security Director, TSA Martin.Robinson@tsa.dhs.gov

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