

October 14th, 2021 No meeting this month

Public Service Announcements

Katlyn Schenck

2. Committee Updates

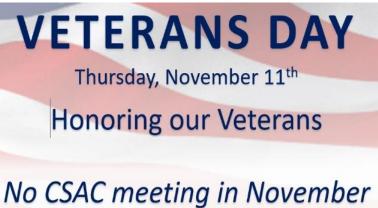
Roy Fuhrmann

1. Public Service Announcements

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Are you interested in being part of a CSAC focus group?

We invite you to attend the 2022 CSAC Goals & Topics brainstorming session

Thursday November 18th at 10AM via Teams

The intention of this meeting is to generate ideas to keep CSAC meetings informative yet fun



And in BREAKING NEWS...

We will be returning to IN PERSON meetings beginning in December. The meeting will be held at 10am in the Terminal 1 Commission Chambers. We will not have a virutal Teams meeting so looking forward to seeing you in person. Masks are required and we will do all we can to space out indivudals in the Chambers.



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2. Committee Updates

Roy Fuhrmann

Committee	Chair	Update
Forum	Dana Nelson	No update
Travelers Advisory (TAC)	Phil Burke	Met on Monday, November 8 th . An update will be shared at the December meeting.
Travelers Advisory with Disabilities (TDAC)	Phil Burke	Next Meeting: Monday, September 13th at St. Paul Downtown Airport CSAC COMMITTEES Travelers avith Clasabilities Advisory Dana Nelson Phil Burke Phil Bur
Benchmarking	Phil Burke	Phil Burke One Journey Experience Forum Trevolers Advisory Advisory Renchmarking Bundling On Buscuss MSP Note Coleboration Service Nation Paral Makes Pill Burke Phil Burke Note Service Nation Service Nation (Service Nation Service Nation (Service Nation Service Nation (Service Natio



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Building on Success	Nicole Kiefer	Coming to Terminal 2 in2022! Weekly planning meetings every Thursday CSACCOMMITTEES Travelers with ObadeRees Advisory Benchmarking Building On Success MSP Jobs MSP Jobs Celebration Genter Device Field Burke Flat Burke Nicole Kiefer Jay Nosewarthy Karlyn Schmick Nerry Forders 1320
MSP Jobs	Jay Noseworthy	The Job Fair was held on Wednesday, October 27th. Highlights and details will be shared at the December CSAC meeting.
MSP Nice	Katlyn Schenck	Remember to recognize your employees who receive customer compliments! The MSP Nice Award consists of: Framed certificate of recognition Service Professional Pin \$\frac{1}{2}\$\$\$ \$\frac{2}{2}\$\$\$\$ \$\frac{1}{2}\$
MSP Nice Celebration	Kerry Forbes	CELEBRATION SAVE THE DATE: WEDNESDAY, JANUARY 12 TH , 2022 AT THE HYATT REGENCY BLOOMINGTON Combining 2020 & 2021 MSP Nice Award Winners CSAC COMMITTES Travelers of Travelers with Disabilities Advisory Travelers Advisory Benchmarking Building On Success MSP Jobs MSP Nice Celebration Customer Service Hero Pour Nelson Phil Burke Phil Burke Nicole Kiefer Jay Noseworthy Katlyn Schenck Kerry Forbes TBD



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Construction and Customer Experience Updates will return at the December CSAC meeting.

Our next meeting will be held on Thursday, December 9th, 2021 at 10 a.m.

The meeting will be held IN PERSON, as MSP Terminal 1 Commission Chambers

If you are in need of a concourse pass to attend the meeting, please reach out to katlyn.schenck@mspmac.org for assistance.