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CUSTOMER SERVICE ACTION COUNCIL MINUTES

October 14th, 2021

No meeting this month

1. Public Service Announcements — Katlyn Schenck
2. Committee Updates — Roy Fuhrmann

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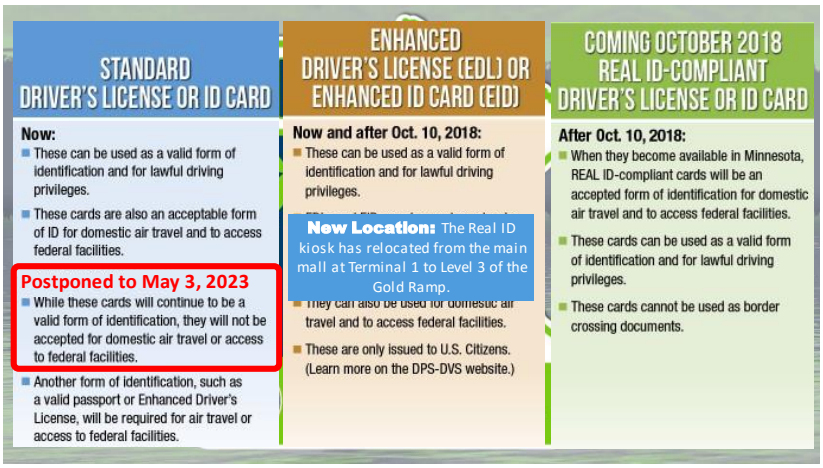

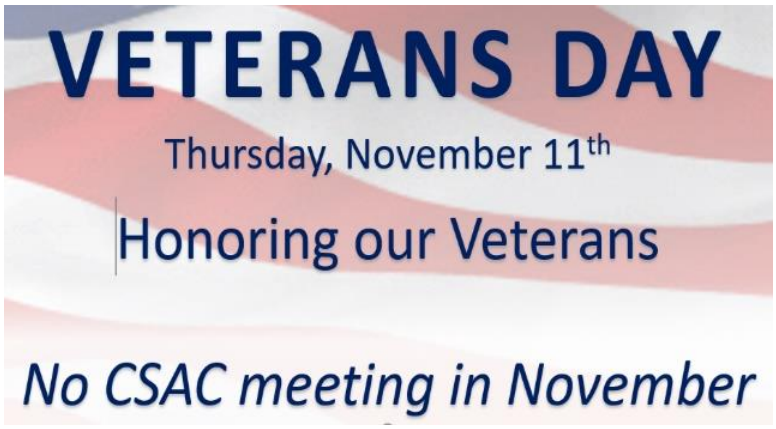

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And in BREAKING NEWS…

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	
Travelers Advisory (TAC)	Phil Burke	**Met on Monday, November 8th. An update will be shared at the December meeting.**
Travelers Advisory with Disabilities (TDAC)	Phil Burke	
Benchmarking	Phil Burke	

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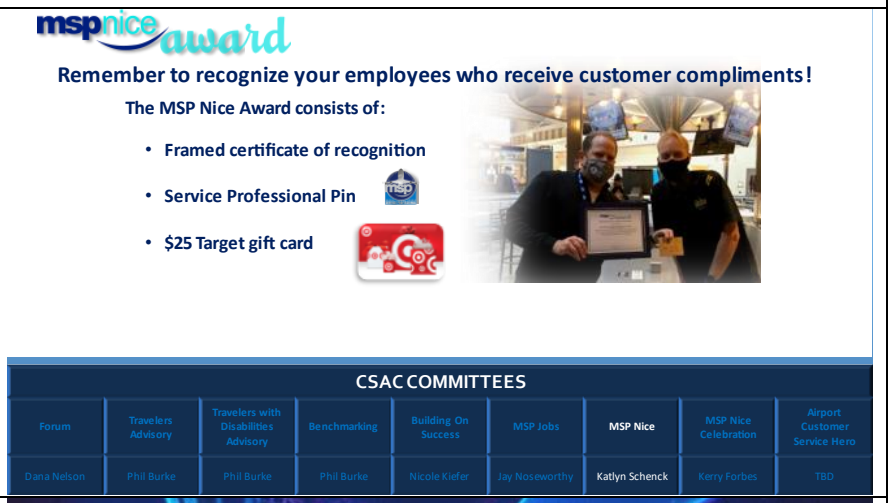
Building on Success	Nicole Kiefer	
MSP Jobs	Jay Noseworthy	**The Job Fair was held on Wednesday, October 27th. Highlights and details will be shared at the December CSAC meeting.**
MSP Nice	Katlyn Schenck	
MSP Nice Celebration	Kerry Forbes	

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		MANAGERS: Please share the save the date with your 2020/21 MSP Nice Award winners!
Airport Customer Service Hero	Roy Fuhrmann	

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.