

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, July 13th, 2023

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 54

- | | |
|--|------------------------------|
| 1. Welcome & Introductions | Roy Fuhrmann |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Roy Fuhrmann |
| 4. Workforce English Completion Ceremony | HaeEun Park & Jay Noseworthy |
| 5. Customer Experience Updates | Phil Burke |
| 6. Construction Updates | Puneet Vedi |
| 7. MSP Mystery Shop Update | Jay Noseworthy |
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|---------------------------------|----------------|
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MSP Airport Managers and Supervisors

Recognize your employees or volunteers as MSP All-Stars today!

At MSP Airport, caring for our customers has always been a team effort. Now managers and supervisors have an opportunity to publicly recognize their top performing players by identifying them as an MSP All-Star.

As recognition for making the MSP experience great for both passengers and colleagues, this program will have your All-Star's image, name, title and company name featured on the digital screens that accompany the flight information monitors in the terminals.

The process is simple:

- 1 Identify the MSP employees or volunteers you believe should be recognized based on the criteria listed to the right, and have them fill out a [photo release form](#)
- 2 Obtain their approval to display their image and recognize them publicly in the airport terminals
- 3 Obtain headshot images of the individuals for use on the digital screens
- 4 Fill out and submit the [MSP All-Stars form online](#)

We'll take it from there!

When considering who to recognize, keep the following criteria in mind.

Does this person consistently exhibit one or more of the following behaviors...

- ★ Takes steps to assure the safety and security of travelers and fellow airport workers
- ★ Proactively seeks opportunities to assist customers outside their normal duties
- ★ Promotes teamwork across the airport community
- ★ Provides excellent service to MSP's travelers



MSP ALL-STAR TEAM



Meron Taddese
Human Resources Manager
Airport Retail Group



Public Service Announcements

2023 CAMP PROGRAM

JUNE - AUGUST

1,000's of unaccompanied minors traveling through MSP

Help campers find their rally point on the Upper Mezzanine

Note: Camp Thunderbird rally point will be located at Ground Transportation in the Silver Ramp.



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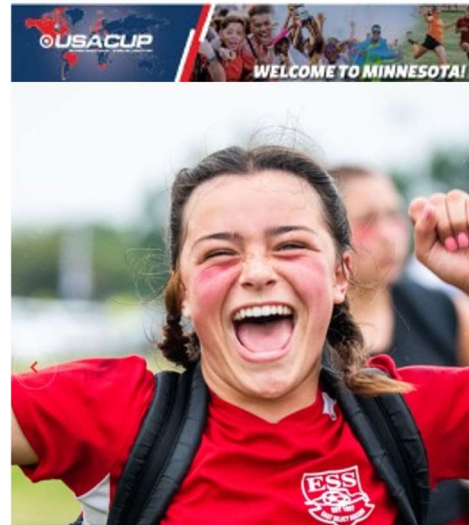
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Target USA Cup July 14 – 22, 2023

275 teams and 8,000 out-
of-state visitors



Join the Metropolitan Airports Commission on July 11 at the next **EXPERIENCEmsp** event and...

- Learn how the MAC engages and supports MSP's surrounding communities
- Receive an update on the MSP Airport Long-Term Planning process and how you can provide comments during the upcoming public comment period
- Enjoy displays from airport functions and partners

4:30 p.m. | Open House

5:30 p.m. | Long-Term Planning Presentation

8:30 p.m. | Event Close



SCAN THIS
QR CODE NOW

Get all the details at: mspairport.com/long-term-plan



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Minneapolis - St. Paul International Airport Draft Plan Now Open for Public Comment.

The draft Long-Term Plan is available at

<http://www.mspairport.com/long-term-plan>

Comments will be accepted until Monday, August 21, 2023, at 5:00 p.m.

Learn more about the process
and how to submit comments at:



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**Tuesday,
August 1, 2023**
10 a.m. - 2 p.m.
MSP Airport Terminal 1
Airport Mall
All are welcome.


3. Committee Updates

Roy Fuhrmann

Committee	Chair	Update
Forum	<p>Abby Kes</p> <p>All are invited on the Airfield Tour for our next CSAC Forum. Monday, August 28th, 11am-1pm- lunch provided!</p> <p>Please use the QR code to register by August 21st.</p> <p><i>*Tip* Zoom in to make code larger to register</i></p>	

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**Travelers
Advisory
(TAC)**

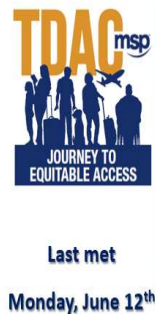
Phil Burke
Will meet next
Monday, July 31st



**Travelers
Advisory with
Disabilities
(TDAC)**

Phil Burke

TDAC recently met and discussed:
Challenges in design in restrooms, specifically ID'ing the soap dispensers, Accessibility tabs on the website, Seating in Departures, & Adult change restrooms



Benchmarking

Phil Burke



**Building on
Success**

Angela Enroth
The T2 employee lounge is now open!



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MSP Jobs	<p>Jay Noseworthy</p> <p>Save the date for the next job fair- September 13th! Signups coming soon!</p>	<div><div>MSP JOBS</div><div> HUNDREDS OF JOBS are waiting for you at MSP Airport! </div><div>SAVE THE DATE! Wednesday, September 13th Silver Ramp 11am-3pm</div></div>
MSP Nice	<p>Katlyn Schenck</p> <p>A reminder to continue to send in your unsolicited customer compliment stories before the end of the year!</p>	<div><div> Remember to recognize your employees who receive customer compliments!</div><div>The MSP Nice Award consists of:<ul style="list-style-type: none">• Framed certificate of recognition• Service Professional Pin • \$25 Target gift card </div><div></div></div>
MSP Nice Celebration	<p>Kerry Forbes</p> <p>Save the date- January 10th, 2024! Interested in joining the committee? We meet after CSAC every month!</p>	
Airport Customer Service Hero	<p>Continue to send in your nominations for the 2023 Customer Service Hero. Nominations are accepted year round.</p>	<div><div>AIRPORT CUSTOMER SERVICE HERO</div><div> Nominations are open now for the 2023 Customer Service Hero!</div><div>Simply provide their <u>name</u>, <u>company</u> and <u>why</u> you believe they should win to: HERO@mspmac.org<ul style="list-style-type: none">• Up to three winners are selected every year• Awards are presented at a Commission meeting<ul style="list-style-type: none">• Personalized crystal trophy• Check for \$1,000</div></div>

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4. Workforce English Completion Ceremony- HaeEun Park & Jay Noseworthy

Congratulations to our recent graduates of the 8th Workforce English program at MSP. This program has been around since 2018, and this is our 2nd session since the pandemic. The curriculum focuses on customer service, MSP Nice standards, conversation skills, team work, job safety, benefits, etc.

Employees that have completed the program have commented they feel more empowered to communicate with managers, coworkers and customers. Some have even been promoted to upper positions!

Congratulations to our new graduates:

Aberash Biru

Elisabeth Tefera Amdie

Kasech Lema Woldegiyorgis

Manaseb Abebe Lakew

Ismail Mir Janan

Genet Bayu

Tigist Mulugeta Gebru



5. Customer Experience Updates- Phil Burke

Phil provided an update on ACI Accessibility Enhancement Accreditation. We are proud to announce that MSP Airport has earned Level 3 Accessibility Enhancement Accreditation through [ACI World](https://www.aciworld.com/)! This program recognizes the best practices to enhance the travel experience for all passengers. To learn more about accessibility at MSP, visit: mspairport.com/accessibility

6. Construction Updates- Puneet Vedi

Please see the attached slides highlighting the July CSAC construction updates.

7. MSP Mystery Shop Program- Jay Noseworthy

The mystery shops program returns to MSP in August, with a new vendor- IntelliShop, which has years of experience, worldwide clients, and seasoned evaluators. Staff rewards will be \$50 gift cards for 100% shop scores.

Categories include: QSR/Coffee, Full-Service Restaurants, Bar, Specialty Retail (purchase and inquiry only), New and Convenience, Planned Expansion in 2024.

A new, customized dashboard will be available for all participants that will provide real-time data and summary reports. Representatives from the company will be at a future tenant meeting to provide more information on the dashboard.

Our next meeting will be held Thursday, August 10th, 2023, in person at the Terminal 1 Commission Chambers.