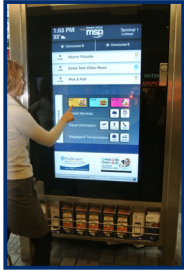


COMINGS & GOINGS

- **Four new digital-interactive-directories** have been unveiled at Terminal 1-Lindbergh. They are located at each Tram stop along the C Concourse. The Airport Mall directories will receive the new programming early this year.



- **Southwest Airlines will be adding nonstop service to Kansas City International Airport (MCI)** from MSP. Two roundtrips each weekday beginning February 14 will give Minnesota travelers one more way to visit Texas, Florida and the West via Southwest Airlines.

- Taking your first flight can be nerve-wracking for anyone,



but may be especially so for those living with autism. The Metropolitan Airports Commission (MAC) has partnered with the Autism Society of Minnesota (AuSM) and Fraser to introduce the **Navigating Autism program**. The program provides children with autism and their families the opportunity to practice their airport experience. Bi-monthly events are now being offered. [Learn more on myMSPconnect.com](http://myMSPconnect.com).

- Mpls St. Paul Magazine news store is now open at Terminal 2-Humphrey. This is the first concept to open in the concessions expansion area at Terminal 2. Subway and Caribou Coffee are not far behind.
- The Natural Elements C Concourse cart has closed and become a second Sterling Works location. The two Sterling Works carts will work together to sell a larger variety of jewelry.
- Aloha Shades cart on Concourse C has closed.

MSP SERVICE PROFESSIONAL AWARD WINNERS - DECEMBER-

- ★ **Bruce Anderson**
Metropolitan Airports Commission
- ★ **Judy Brant**
Travelers Assistance
- ★ **Jessica Cross**
Allina
- ★ **Anne Czarniecki**
Authors Bookstore HMS/Host
- ★ **Connie Davis**
Travelers Assistance
- ★ **Jean Hjerpe**
Travelers Assistance
- ★ **Eric Hoaglan**
Metropolitan Airports Commission
- ★ **Paula Lopuch**
Travelers Assistance
- ★ **Matt Peterson**
Allina
- ★ **Jan Rainey**
Travelers Assistance
- ★ **Grant Reno**
Transportation Security Administration
- ★ **Sally Schlosser**
Travelers Assistance
- ★ **Elaine Timmers**
Travelers Assistance
- ★ **Don Weidenbach**
Travelers Assistance
- ★ **Ken Wolfe**
Prime Flight Aviation Services
- ★ **Dennis Yeager**
Metropolitan Airports Commission



From left to right: Becky Zwart (MAC), John Greer (MAC), award winner **Anne Czarniecki** (HMSHost) and Sharon Adler (HMSHost).

MSP Service Professional Award winners receive a framed certificate, MSP Service Professional pin and a \$10 MSP dining coupon. **SEND WRITTEN CUSTOMER COMPLIMENTS TO:** MSPCUSTOMERSERVICE@MSPMAC.ORG

CONNECT WITH MSP

- Are you missing out? Don't forget to sign up to receive airport information updates from www.myMSPconnect.com. Contact **Amanda Greene Guentzel** at amanda.greeneguentzel@mspmac.org.
- Have questions, comments or suggestions about MSP Airport? Send them to mspcustomerservice@mspmac.org

WHAT OUR CUSTOMERS ARE SAYING

"I fly for a living. About 120,000 miles a year. Just wanted to tell you that of all the airports I have seen, MSP is one of the cleanest, well-organized and beautiful airports. Very impressed. Keep up the good work."

GOOD 2 KNOW

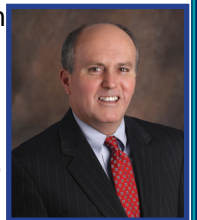
- Last week, the three top executives from TGI Friday's visited MSP Airport to recognize **Gilmore "Happy" Harris**, host for TGI Friday's at MSP, for his outstanding customer service.



Gilmore was given the Presidential Star, the brand's highest award given to hourly employees, after receiving numerous compliments at the company's corporate offices. (Gilmore also has received several MSP Customer Service Professional Awards over the years.

Congratulations Gilmore! Keep it up.

- The **2013 MSP Nice training dates have been announced**. MSP Nice is a customer service training program offered at no cost to all MSP employers and their employees. [To view training dates, or learn more about MSP Nice, visit myMSPconnect.](http://myMSPconnect.com)
- Governor Mark Dayton has appointed Steve Cramer as the **newest Commissioner on the Metropolitan Airports Commission (MAC) board**, representing District D. [Visit myMSPconnect for more information about Commissioner Cramer.](http://myMSPconnect.com)
- **Help us choose the 2012 People's Choice Award winners.** [Visit MSP Airport's Facebook page](http://myMSPconnect.com) and "like" the photo(s) of your favorite piece(s) of art to cast your vote.



An airport community providing genuine customer care each & every time