

COMINGS & GOINGS

- **Subway is now open at Terminal 2-Humphrey.** This is the third concept to open in the concessions expansion area at Terminal 2.
- **Cocina del Barrio will be opening in March** at Terminal 2. It will offer gourmet Latin fare, including tacos, enchiladas, salads and more, with an extensive tequila selection.
- **Uptown Minnesota will be opening in March** on the G Concourse, next to the Food Hall. This shop will offer artisan gifts, including art, jewelry, apparel, accessories and more, made in and inspired by Minnesota.

MSP SERVICE IDOL

- **MSP Service Idol is back!** The Outstanding Performers award reception for winners and their managers is held the last Tuesday of every month from 1:30-2:30 p.m. at Northern Lights on Concourse D with the grand prize drawing at 2 p.m.

CONNECT WITH MSP

- Are you missing out? Don't forget to sign up to receive airport information updates from 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.

MSP SERVICE PROFESSIONAL AWARD WINNERS

- FEBRUARY-

- ★ **Beyene Berehanu**
Prime Flight
- ★ **Robert Buth**
Metropolitan Airports Commission
- ★ **Christopher Cummings**
Metropolitan Airports Commission
- ★ **Mary Ann Gaug**
Travelers Assistance
- ★ **Lynn Klonowski**
Travelers Assistance
- ★ **Bob Rathje**
Travelers Assistance
- ★ **Amy Rolland Martinek**
Metropolitan Airports Commission
- ★ **David Satre**
Metropolitan Airports Commission
- ★ **Gene Schutte**
Travelers Assistance
- ★ **Heidi Stevens**
Itasca Grill/HMS Host
- ★ **Joyce Zimmer**
Travelers Assistance



From left to right: John Mercier, HMS Host; Phil Burke, Assistant Airport Director/Facilities, customer service award winner Heidi Stevens and Roxanne Viska, Manager of Itasca Grill.

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

GOOD 2 KNOW

- There's still time to nominate your coworker for the 2013 **MSP Airport Employee of the Year award.**



Nominations are due by March 31, 2013. Nominate online or pick up a brochure at any Information Booth for information about other options for nominating.

For complete program details and the online nomination form, visit airportfoundation.org.

Three winners will receive a check for \$1,000, a trophy, and recognition around the MSP campus. The awards will be announced in May at the Metropolitan Airports Commission Board Meeting.

- Last month, Airport Revenue News chose MSP as the winner of the **2013 Best Airport Winner** for its Concession Design Program.



Airports nominated in this category demonstrate high design standards, that result in attractive storefronts, strong theming and an inviting shopping atmosphere. MSP was chosen over 20 other large (more than 10 million passengers) North American airports.

- Congratulations to Delta MSP and its 9,700 Twin Cities employees for being named **Delta's 2012 Hub of the Year** in honor of its operational excellence!