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Customer Service Action Council E-news



COMINGS & GOINGS

- MinniBar is now open on the G Concourse, near Gate G20. MinniBar is an easygoing cafe offering a menu of globally inspired sandwiches. Chef Andrew Zimmern, renowned for his knowledge of world cuisine, oversees the menu that features authentic global flavors combined with locally inspired ingredients.
- World Bean is now open on the G Concourse, near Gate G20.
 Minneapolis' own Dogwood Coffee Company is the premier micro-roaster and purveyor of coffee for World Bean.
- Air France will begin daily service to Paris beginning May 21.

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

- MARCH & APRIL-

- ★ Eyob Abreham Taxi Driver
- ★ Ray Assegahden PrimeFlight Aviation Services
- ★ Jeff Breitlow Metropolitan Airports Commission
- ★ Awol Eshetie Taxi Driver
- ★ Emily Kallas Simply Books/HMS Host
- ★ Hashim Y Mohamud Taxi Driver
- ★ Lynn Morrow Metropolitan Airports Commission
- ★ Amy Rice lke's/HMS Host
- Heidi Sagerer
 Metropolitan Airports Commission
- ★ Seth Schulz Travelers Assistance
- Ken Wolfe PrimeFlight Aviation Services
- ★ Penny Ziessman Travelers Assistance



Radiate Assegahden (middle) receives his award from Arlie Johnson (left), Assistant Airport Director, MAC Landside Operations and David Harmon (right), General Manager, MSP PrimeFlight Aviation Services.

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

GOOD 2 KNOW

The fourth annual Relay For Life at MSP Airport was a big success!



day, more that 291 participants raised nearly \$65,000. Did you miss the relay? You can still donate! Visit www.relayforlife. org/deltamsp.

In late April, Metropolitan
Airports Commission (MAC)
Executive Director and CEO Jeff
Hamiel announced results of a
new economic impact study. The
data should quell any doubts that
Minneapolis-St. Paul International
Airport (MSP) is among the most
economically productive 3,400
acres between the Mississippi and
Seattle.

The study found that MSP injects \$10.1 billion into the Twin Cities area economy.

"Results of the study illustrate how vital the airport is to the strength of the area economy," said Dan Boivin, chairman of the MAC, which owns and operates MSP.

The study also found that MSP supports an estimated 76,340 jobs and generates \$2.97 billion in employee earnings, including \$1.2 billion directly tied to airport operations, \$600 million indirectly tied to operations, \$600 million induced by operations and \$70 million related to MSP capital improvements.

Read more findings of the study on www.myMSPconnect.com.





