Minneapolis & Saint Paul INTERNATIONAL AIRPORT

Customer Service Action Council E-news

MSP SERVICE PROFESSIONAL GOOD 2 KNOW AWARD WINNERS

- JUNE

34TH AVE. CONSTRUCTION * Kath

Phase 1 of the 34th Ave. road construction project began July
 Motorists using 34th Ave. ramps off of I-494 near Terminal
 Humphrey will encounter delays due to construction of a diverging diamond interchange. For detour information visit myMSPconnect.com.

COMINGS & GOINGS

- Local Brew has opened a full store near gate G22.
- Grand Avenue has taken over the old Local Brew space at G16 and is selling colorful accessories for men and women.
- **Twinburger** will open mid-July near G22 and feature Juicy Lucys.
- Sun Country Airlines began twicedaily, non-stop service to Chicago
 Midway on July 1.
- The McNally Smith Summer Music Series will take place Wednesdays and Thursdays, July 17 - August 8.

MSP SERVICE IDOL

 Congratulations to Abeba W. from Estes Lakeshore News for winning the grand prize in the June MSP Service Idols drawing!



The Outstanding
Performers 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.

★ Katherine Anstett

Travelers Assistance

- Shawn Boyer Metropolitan Airports Commission
- ★ Seblework Dessu Ike's Food and Cocktails/HMS Host
- ★ John Ellian French Meadow Bakery Cafe/HMS Host
- Katie Erickson Metropolitan Airports Commission
- ★ Nancy Fortier Metropolitan Airports Commission
- ★ Josh Luinstra

 Metropolitan Airports Commission
- ★ Amy Nelson ABM
- ★ Andrea Reis Metropolitan Airports Commission
- ★ Marion Shaw US Airways
- Mary Whitcomb Travelers Assistance
- ★ Dennis Yeager Metropolitan Airports Commission



Amy Nelson (left) receives her award from Shannon Gale (right), Metropolitan Airports Commission Assistant Manager, Facilities.

MSP Service Professional Award winners receive a framed certificate, MSP Service Professional pin and a \$10 MSP dining coupon.

CONNECT WITH MSP

 Are you missing out? Don't forget to sign up to receive airport information and event updates from myMSPconnect.com. A ribbon cutting ceremony was held to officially open Pinnacle's new headquarters in Minnesota. The airline recently moved its headquarters from Memphis,



President Bill Lentsch, Deputy
Commissioner of Economic
Development Robin Sternberg,
Pinnacle Airlines CEO Ryan
Gumm and MAC Executive
Director/CEO Jeff Hamiel.

TN, to the Building C Tower on the MSP campus after being acquired by Delta Air Lines.

Pinnacle purchased Minnesotabased Mesaba Airlines and merged the two operations in Memphis in January 2012. Also at the ribbon cutting, Pinnacle CEO Ryan Gumm announced that Pinnacle's name would change to **Endeavor Air**, marking a new beginning for the airline, which emerged from bankruptcy in May. Endeavor Air will fly under the Delta Connection banner.

- Join the MSP Airport Police
 Department for Night to Unite,
 Tuesday, August 6 from 4 7 p.m.
 The MSP Airport community will be celebrated and strengthened through this "block party" event.
 All MSP employees are invited as well as the public. There will be light refreshments provided, kid-friendly activities, as well as demonstrations.
- Summer, especially July, is the busiest season at MSP. This time of year brings a lot of novice travelers who are in need of an extra dose of our hospitality.
 Remember to be MSP Nice!





