

COMINGS & GOINGS

- US Airways announced it will begin three daily, nonstop flights from MSP to Washington Reagan National Airport on July 11.
- Hugo Boss in the airport mall has closed to make way for Aveda, coming this summer.
- A&W and Godfather's Pizza in the C concourse food court have closed to make room for Chick-fil-A, scheduled to open in May.
- Digiboo has installed a dozen new kiosks throughout MSP that let travelers either rent or purchase movies by downloading them onto a flash drive to play on a computer.



WHAT OUR CUSTOMERS ARE SAYING

"Everyone was great. Very friendly, very helpful. Great airport! Thank you!"

MSP SERVICE IDOL

The Outstanding Performers award reception is back! The monthly lunch will resume April 24 at 1:30 p.m. at Northern Lights Grill, Concourse D.

MSP SERVICE PROFESSIONAL AWARD WINNERS - MARCH-

- ★ **John Gubash**
Metropolitan Airports Commission
- ★ **Chieko Karlsen**
MSP Tours
- ★ **Barbara Kaster**
Travelers Assistance
- ★ **Dottie Krueger**
Travelers Assistance
- ★ **Linda Lewis**
Metropolitan Airports Commission
- ★ **Tom Nielsen**
Travelers Assistance
- ★ **Haydar S. Nor**
Bloomington City Taxi
- ★ **Dan Shern**
Metropolitan Airports Commission
- ★ **Dave Steenson**
Travelers Assistance
- ★ **Jerry Tiegel**
Travelers Assistance



John Greer (left), Assistant Director, Concessions & Business Development and Steve Wareham (right), Director of MSP Operations present Chieko Karlsen with her award.

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

Get social with MSP Airport



- On April 11, representatives from the **Armed Forces Service Center** will travel to the White House for a special "Joining Forces Community Challenge" celebration.

First Lady Michelle Obama and Dr. Jill Biden named 20 finalists of the Joining Forces Community Challenge in an effort to recognize and celebrate citizens, communities, and organizations who have demonstrated a deep commitment to service by improving the lives of military families and veterans.

The five winners will be announced at the White House on April 11.
- National Volunteer Week is April 15-21. Volunteers from the Armed Forces Service Center and the Airport Foundation MSP put in more than **75,000 hours** in 2011! Be sure to thank a volunteer for helping to make MSP the world-class airport that it is.
- MSP will celebrate Earth Day April 19 - 23. Look for electric vehicle displays at both terminals. Also, watch for a video highlighting the Organics Waste Recycling program at MSP, which will play on the CNN Airport monitors.
- 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 with any questions.

Have questions, comments or suggestions about MSP Airport? Send them to mspcustomerservice@mspmac.org

An airport community providing genuine customer care each & every time