

## Upcoming Events

- MSP Airport Employee Holiday Shopping Days take place December 3-13 this year. Coupon booklets are now available at all Info Booths and online at: [www.shopsatmsp.com/page/1/Save.jsp](http://www.shopsatmsp.com/page/1/Save.jsp)
- The 1st Annual Minneapolis-St. Paul International Airport Employee Art Exhibit runs through February of 2011. Stop by Gates C5 - C12 to check out the talent of your coworkers and their family members.
- Story time at The Red Balloon Bookstore near Gate C12 is scheduled from 9 am to 2 pm, on the hour and half-hour, on December 22 & 23. Stories read by a costumed character!
- Bells and Whistles, the holiday music program for 2010, featuring performances by McNally Smith students and alumni, entertains employees and travelers now through the end of the year. Performance schedules can be found at: <http://bit.ly/mspholidaymusic>



## MSP Service Professional Award Winners

~NOVEMBER~

- ★ **Shukri Ali**  
Bloomington City Taxi
- ★ **Connie Alt**  
Travelers Assistance
- ★ **Larry Jetzer**  
Travelers Assistance
- ★ **Connie Makousky**  
Travelers Assistance
- ★ **Jorge Montecino**  
ABM/HMSHost
- ★ **Keith "Rick" Wenzel**  
Metropolitan Airports Commission



Airport Director Steve Wareham and Service Professional winner Connie Alt

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



SEND WRITTEN CUSTOMER COMPLIMENTS TO:  
[MSPCUSTOMERSERVICE@MSPMAC.ORG](mailto:MSPCUSTOMERSERVICE@MSPMAC.ORG)

**Congratulations to Tanziena Scott** from **La Brea Bakery & Cafe** for winning the grand prize in the November **MSP Service Idols** drawing!



The Outstanding Performers award reception for winners and their managers is held the last Tuesday of each month from 1:30-2:30 pm at Northern Lights on Concourse D with the grand prize drawing at 2 pm.



## Good 2 Know



- The Black Diamond, or "expert traveler" lane at MSP has relocated to Checkpoint 6. To learn more about the program, visit:



[www.tsa.gov/approach/blackdiamond.shtm](http://www.tsa.gov/approach/blackdiamond.shtm)

## Comings & Goings

- New interactive, digital directories will soon be available at Terminal 1 in the Airport Mall. These new directories offer customers a more personalized experience for finding the information important to them. Included are descriptions and other details for each shop and restaurant, menus for sit-down restaurants, flight status info, and wayfinding assistance, to name a few features. Try them out and send any feedback or questions to: [MSPcustomerservice@mspmac.org](mailto:MSPcustomerservice@mspmac.org)
- Beginning next week, MSP Airport will be on "goHowAirport", a FREE travel application for iPhone and BlackBerry devices that helps customers navigate their trip from start to finish, including finding shops, restaurants and services near their gate. Download it today by searching for "gohow airport" at the Apple or BlackBerry app stores. And tell your customers about it! They will thank you for the tip.



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Have questions, comments or suggestions about MSP? Send them to:  
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