

## GOOD 2 KNOW

- Save 10-40 percent at your favorite shops and restaurants at MSP from Dec. 2-12, with the **MSP Airport Employee Holiday Shopping Days coupon book!** Pick up a coupon book at any Travelers Assistance Information Booth, in the Airport Director's office or print them online at [www.MyMSPConnect.com/save](http://www.MyMSPConnect.com/save).
- Are you missing out? Don't forget to sign up to receive airport information updates from [www.myMSPconnect.com](http://www.myMSPconnect.com). Contact **Amanda Greene Guentzel** at [amanda.guentzel@mspmact.org](mailto:amanda.guentzel@mspmact.org)



## MSP SERVICE PROFESSIONAL AWARD WINNERS

- NOVEMBER -

- ★ **Adase Berhe**  
G2 Secure Staff
- ★ **Jamie Bishop**  
American Airlines
- ★ **John Dalos**  
Metropolitan Airports Commission
- ★ **Lynn Dellis**  
Delta Air Lines
- ★ **Karina Joyce**  
Ike's Restaurant/HMS Host
- ★ **Sallie Karels**  
Metropolitan Airports Commission
- ★ **Nancy Stefan**  
Travelers Assistance
- ★ **Melese Wolde**  
G2 Secure Staff



**Phil Burke**(left), MAC Assistant Airport Director/Facilities, presents **Jamie Bishop** (right), American Airlines, 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](mailto:MSPCUSTOMERSERVICE@MSPMAC.ORG)

## COMINGS & GOINGS

- Taco Bell (Airport Mall), La Tapenade (Concourse F) and Pei Wei Asian Diner (Concourse C) are now open.
- McDonald's (Concourse G) last day of business will be Dec. 8.
- All concessions located on Concourse G will be closing Dec. 31 as part of the OTG remodel. Temporary concepts will be opening starting January 1, 2012:
  - Taste of Shoyu near gate G4 (Wok N' Roll)
  - Taste of Tagliare & Custom Burgers near gate G4 (McDonald's)
  - Cibo Express News & Gourmet Market near gate G4 (Northshore News)
  - Cibo Express News & Gourmet Market near gate G8 (MN News Connection & Tequileria)
  - Cibo Express News & Gourmet Market near gate G12 (Great River Market)
  - Cibo Express News & Gourmet Market near gate G15 (Simply Books)
  - World Bean Coffee near gate G22 (Starbucks)
  - Taste of Tagliare near gate G22 (Quiznos)
  - Cibo Express News & Gourmet Market near gate G22 (News Express)
  - Mill City Tavern near gate G17 (Chili's Too)
  - Cibo Express News & Gourmet Market near gate G18 (McDonald's)

## MSP SERVICE IDOL

Congratulations to **Shannon** from Author's Bookstore 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 every month from 1:30-2:30 p.m. at Northern Lights on Concourse D with the grand prize drawing at 2 p.m.

## WHAT OUR CUSTOMERS ARE SAYING

*"I use a power chair and service animal. I was very surprised at the efficiency of your employees. Someone took me all the way through tickets, security and to my gate personally. I felt very comfortable with a process that I haven't done in 20 years. Your personnel were very helpful."*

Have questions, comments or suggestions about MSP Airport? Send them to [mspcustomerservice@mspmact.org](mailto:mspcustomerservice@mspmact.org)

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