

WHAT OUR CUSTOMERS ARE SAYING

"I have to say that MSP is one of the nicest airports I have ever visited! Plenty of power outlets, friendly staff to answer questions, plenty of space to relax, great services/restaurants... It makes me really want to visit Minneapolis!"

COMINGS & GOINGS

- Children's Story Time is back for the holidays. A costumed character will be reading stories to little travelers December 20-21 from 9 a.m. - 2 p.m. near the Red Balloon Bookstore on Concourse C.
- **Vero**, OTG's newest restaurant located near Gate G16, is delivered by Pizzeria Lola chef and owner Ann Kim. **Vero** features thin-crust, artisanal pizzas baked at nearly 700 degrees to create the perfect crunch. Kim's fresh twist on toppings will offer diners delicious combinations.
- New digital-interactive-directories will be unveiled this month at each Tram stop along the C Concourse. The digital directory kiosks in the Airport Mall will feature new programming in early 2013.

MSP SERVICE PROFESSIONAL AWARD WINNERS - NOVEMBER -

- ★ **Mary Foss**
Travelers Assistance
- ★ **Sergeant Dave Karsnia**
Metropolitan Airports Commission
- ★ **Shelly Lopez**
Metropolitan Airports Commission
- ★ **Joe O'Connor**
Travelers Assistance
- ★ **Tammy Waade**
G2 Secure Staff
- ★ **Samantha Wilkinson**
Twin Cities Harley Davidson
- ★ **Officer Timothy Workman**
Metropolitan Airports Commission



Samantha Wilkinson receives her award from John Greer, (left) MAC Assistant Director, Concessions and Business Development and Steve Wareham (right), Director of MSP Operations.

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

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

GOOD 2 KNOW

- Save 10-40 percent at your favorite shops and restaurants at the airport now through December 10 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.
- The Metropolitan Airports Commission has opened a **pet relief room inside the secure area of Terminal 1-Lindbergh**. This new indoor pet relief area is located adjacent to the entrance to the E Concourse, next to the stairs (LT-2354). Visit myMSPconnect for more information.
- Congratulations to the winners of the third annual Exhibit of The National Arts Program® for Minneapolis-St. Paul International Airport (MSP) employees and their family members. To see photos of the winning art and the awards reception visit MSP Airport's Facebook page. While visiting the MSP Airport Facebook page, **help us choose the 2012 People's Choice Award winners.** "Like" the photo(s) of your favorite piece(s) of art to cast your vote.
- 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.guentzel@mspmac.org.

