

## MSP Service Professional Award Winners ~DECEMBER~

- ★ **Tadelech Bule**  
ABM
- ★ **Johnny Butler**  
Metropolitan Airports Commission
- ★ **Donovan Gruebele**  
Transportation Security Administration
- ★ **John Hoppenstedt**  
Travelers Assistance
- ★ **John Loebner**  
Travelers Assistance
- ★ **Mark Newbauer**  
Sun Country Airlines
- ★ **David Rosene**  
Metropolitan Airports Commission



*Donovan Gruebele accepts his award from MSP Director of Operations Steve Wareham and TSA AFSD-Screening Becky Roering*

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)



## Upcoming Events

- Plan to attend MSP's Customer Service Action Council (CSAC) Winter Forum. The Airport Police Crisis Intervention Team will present on "Crisis Intervention at MSP". The forum takes place Thursday, January 20 from 1:30-3 pm in the Airport Conference Center. No RSVP required.

## Comings & Goings

- **Natural Element**, an eco-boutique with fashions and jewelry reflecting quality, value and a green attitude, opens this month in **Natural Element** the Airport Mall. It replaces the Tie Rack, which closed in 2010.
- **Sugar Pop-Toys & Treats @ MSP**, featuring packaged candy, grab-and-go treats and children's gifts replaces Nevada Bob's Golf Shop in the Airport Mall. Plans call for a Valentine's Day opening.
- The fourth **Royal Zeno Shoe Shine location** is now open near Door #2 on the Baggage Claim Level at Terminal 1.



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

**Congratulations to Azeb Gebru from HMSHost for winning the grand prize in the December 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



- Checkpoint 3 has been converted to an employee-only checkpoint and is still open 24 hours. Travelers using wheelchairs are now being directed to any of the other passenger checkpoints. Badged employees can also use any other checkpoint, as card (badge) readers have now been installed at all checkpoints. Checkpoints 1, 4 and 6 have designated "family lanes" that are suited for:
  - Small children, strollers
  - Groups, assistance needed
  - New to flying
  - Traveling with more than 3 oz of medically necessary liquid
- 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/black\\_diamond.shtm](http://www.tsa.gov/approach/black_diamond.shtm)
- The second skyway at Terminal 2 connecting directly to the Orange Ramp and the LRT station is now open. The new skyway eliminates the need to walk through the parking garage to reach the terminal. The project added 1,154 linear feet of moving walk, two elevators, and an escalator bank.



An airport community providing genuine customer care each & every time