

## MSP SERVICE PROFESSIONAL AWARD WINNERS - JUNE -

- ★ **Mari Askerooth**  
Metropolitan Airports Commission
- ★ **Jim Ehrlich**  
Travelers Assistance
- ★ **Kenny Jackson**  
APTA Shoe Shine
- ★ **Daniel Shern**  
Metropolitan Airports Commission
- ★ **Christene Sirois Kron**  
Metropolitan Airports Commission
- ★ **Dave Steenson**  
Travelers Assistance



**Kenny Jackson** (right) receives Customer Service Award from John Greer (center), MAC Assistant Director, Concessions and Business Development. Also pictured, Toni Rahill, Shoe Shine Manager.

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)

## MSP SERVICE IDOL

Congratulations to **Cynthia C.** from Erwin Pearl for winning the grand prize in the June **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.

## COMINGS & GOINGS

- **Local Brew** is now open near gate G15. Local Brew features T-shirts, pint glasses and beer gear from your favorite Minnesota craft brewers including Surly, Summit, Town Hall, Fitgers, Lucid and Lift Bridge.

## WHAT OUR CUSTOMERS ARE SAYING

*"We were provided mattresses at the airport and I had a fabulous seven hours sleep on them. Keep the mattresses going! Was great!"*

## GOOD 2 KNOW

- Congratulations to **Estes Gift and News** on celebrating its 25<sup>th</sup> anniversary at MSP Airport!
- The **restrooms located near gates F9 and E9** are closed for renovation and improvements. The brand-new, state-of-the-art restrooms are expected to open in December. Over the next several years, every restroom in MSP Airport will be renovated.
- Summer, especially July, is the busiest season at MSP Airport. This time of year brings a lot of novice travelers who are in need of an extra dose of our hospitality. Remember to be MSP Nice!
- The skyway between the Orange parking ramp and Terminal 2-Humphrey is closed due to ongoing work at the new security checkpoint. Signs directing passengers and employees in and out of the Orange ramp have been posted. The skyway is scheduled to be closed throughout the summer and is anticipated to reopen September 27.
- **Are you missing out?** Be sure to sign up to receive airport information updates from [www.myMSPconnect.com](http://www.myMSPconnect.com). Contact **Amanda Greene Guentzel** at [amanda.greeneguentzel@mspmac.org](mailto:amanda.greeneguentzel@mspmac.org) with any questions.

Have questions, comments or suggestions about MSP Airport?

Send them to  
[mspcustomerservice@mspmac.org](mailto:mspcustomerservice@mspmac.org)