

Good 2 Know

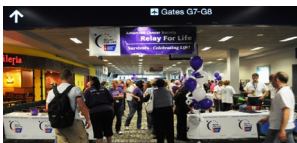


- Congratulations to the 2011 MSP Airport Employees of the Year.** This year's recipients are Dee Dee Lind - HMS Host (Axel's Bonfire), Wayne Rychwalski - Redcoat with Delta Air Lines, and Melissa Scovronski - public affairs and marketing manager for the Metropolitan Airports Commission.

The MSP Employee of the Year Award recognizes three employees from throughout the MSP community who best exhibit a commitment to airport customers, community building, and leadership.



- 2011 Relay for Life Update.** With 385 members of the MSP Airport community participating in the event, more than \$85,000 was raised to help support the American Cancer Society.



- What customers are saying about MSP**
 "Thank you so much for maintaining such a great, clean playplace for the children in your airport. It makes travelling through MSP so much easier and more pleasant with my boys. We come through here several times a year, and my sons love it. Thanks!" - Carrie F.



"The airport was easy to navigate. Signage was good, layout helped us keep focused on finding our next gate. Color selection was pleasant. The airport mall was relaxing, offered a good variety of distractions. The food court was very attractive with the unexpected openness and window view. I enjoyed our layover in Minneapolis. You have a beautiful facility, extremely helpful staff. I wish you continuing success." - Mill

Comings & Goings



- Aloha Shades** is open!
 Visit Aloha Shades located on Concourse C near Gate 12. Sunglasses in styles to fit every face!

MSP Service Professional Award Winners

~ MAY ~

- ★ **Tom Gaffney**
Travelers Assistance
- ★ **Lori Green**
Ampco
- ★ **Sharon Jones**
Einstein Bros. Bagels
- ★ **Pat Joyce**
MAC Trades
- ★ **Gary Kahsai**
Ampco
- ★ **John Kingsbury**
MAC Landside
- ★ **Joe O'Connor**
Travelers Assistance
- ★ **Maria Sperl**
Travelers Assistance
- ★ **Dennis Yeager**
Travelers Assistance



Patrick Joyce from MAC Trades pictured with Dan Foster, Assistant Airport Director/Airline 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

Congratulations to Antoine F. from Travel Express on Tram Level for winning the grand prize in the May **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 Grill on Concourse D with the grand prize drawing at 2 pm.

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