

COMINGS & GOINGS

- Spirit Airlines announced it will begin service at MSP, from Terminal 2-Humphrey, on May 31. Spirit Airlines is offering service to Chicago (O'Hare) and Las Vegas. Visit www.spirit.com to book a flight or learn more.
- Natural Element is moving from its location in the Airport Mall to a cart near gate C12.
- Sugar Pop & In Season carts have closed near C12.
- A&W and Godfather's Pizza are closing in the Concourse C food court to make way for Chick-fil-A, opening this spring.
- Sterling Works cart at Terminal 2 has closed and will be reopening as Expressions sometime in March.
- BRIC'S in the Airport Mall closed to create space for a bigger and better Tumi store, which opened on February 3.
- Hot Dish, Terminal 1 Ticketing (replacing Houlihan's), is now open. Visit [myMSPconnect](http://myMSPconnect.com) to see the Hot Dish \$8 employee menu.



MSP SERVICE PROFESSIONAL AWARD WINNERS - FEBRUARY-

- ★ **Clarence Bass**
Travelers Assistance
- ★ **Judy Brant**
Travelers Assistance
- ★ **Joan Christensen**
Travelers Assistance
- ★ **Bruno Drews**
Travelers Assistance
- ★ **Beth Foley**
Travelers Assistance
- ★ **Dick Hjerpe**
Travelers Assistance
- ★ **John Lund**
Metropolitan Airports Commission
- ★ **Jack MacBean**
Travelers Assistance
- ★ **Dagmar Runyon**
Travelers Assistance
- ★ **Herb Strozinsky**
Travelers Assistance
- ★ **Mark Takamiya**
Travelers Assistance
- ★ **Bill Wernecke**
Travelers Assistance
- ★ **Steve Winnick**
Travelers Assistance



Arlie Johnson, Assistant Airport Director, Landside Operations, presents **Judy Brant**, Travelers Assistance, 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

GOOD 2 KNOW

- The 2012 MSP Airport Employee of the Year award nomination period is upon us. Nominations are due by **March 31, 2012**. You can nominate online, or by picking up a form at any Information Booth.
- For complete program details and the online nomination form, visit: www.airportfoundation.org. Three winners receive a check for \$1,000, a trophy, and recognition around the MSP campus. The awards will be announced in May at the Metropolitan Airports Commission Board Meeting.
- **Where's the art?** We're making room for an exciting addition to the MSP Arts & Culture Program. Construction starts next month on the C Concourse gallery to provide secure and climate controlled cases for MSP's artwork. Coming Fall of 2012!
 - **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@mspmact.org with any questions.



MSP SERVICE IDOL

Please note: There will be no Outstanding Performers award reception in March.

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

WHAT OUR CUSTOMERS ARE SAYING

"I just wanted to thank you for providing sleep mats and peaceful places to use them. In our hurry to get out of Denver (due to weather) we flew into MSP and were stranded til the morning. My son and I enjoyed actual sleep, which was much needed after a day of skiing in Colorado. Thanks so much again."

An airport community providing genuine customer care each & every time