

EVENTS

- The third annual Relay For Life of Delta Air Lines and the MSP Community will be held on **Thursday, May 10 from 6 a.m. to 6 p.m.** Visit www.relayforlife.org/deltamp to register.



Contact Teresa Joens, 612-355-4911 or Teresa.Joens@hmshost.com, with questions.

- The spring Customer Service Action Council Forum, "Air Force One," will be held **Thursday, May 31 from 1:30 to 3 p.m.** in the Airport Conference Center.

Howie Franklin will talk of his experiences serving as crew for five U.S. Presidents aboard Air Force One. This forum will inspire participants with stories of customer care and hospitality.

WHAT OUR CUSTOMERS ARE SAYING

"...would like to commend your airport on being really nice. Everything was bright and well marked. It was also clean, had fun shops and pleasant looking. Thanks for making our vacation a little easier."

COMINGS & GOINGS

- A new XpresSpa location has replaced Natural Element in the Airport Mall. This is the third XpresSpa location in Terminal 1-Lindbergh. The new location is open daily, 7 a.m. to 9 p.m.

MSP SERVICE PROFESSIONAL AWARD WINNERS

- APRIL -

- ★ **Molly Berg**
Ike's Food & Cocktails/HMSHost
- ★ **Dawn Groen**
Travelers Assistance
- ★ **Bob Ostrowski**
Travelers Assistance
- ★ **Carol Ostrowski**
Travelers Assistance
- ★ **Marilyn Quilling**
Travelers Assistance



Steve Wareham (left), Director of MSP Operations and Becky Zwart (right), Manager, Concessions and Business Development, present Molly Berg (middle) 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

MSP SERVICE IDOL

The Outstanding Performers award reception is back! The monthly lunch will resume **May 29 at 1:30 p.m.** at Northern Lights Grill, Concourse D.

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

- MSP Airport has been crowned the best airport in America by Travel + Leisure Magazine readers!



Travel + Leisure Magazine explains why MSP was crowned: "This may be the cheeriest and most welcoming airport in the nation. T+L voters loved the shopping and food and drink options at this mini-mall of an airport, and when it came to ease of check-in and security, Minneapolis also took the No. 1 spot."

Congratulations to each and every MSP Airport employee for your contribution to making MSP the best airport in America!

Visit www.travelandleisure.com for all the details.

- The TRAM that runs alongside the C concourse will be out of service May 12-18 for maintenance. Additional wheelchair and cart service has been scheduled for this concourse during this timeframe.
- 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.greeneguentzel@mspmac.org with any questions.

Get social with MSP Airport

