

Upcoming Events

- MSP Airport Employee Holiday Shopping Days take place December 3-13 this year. Coupon booklets will be available at all Info Booths and online at www.shopsatmsp.com beginning in December.
- The 1st Annual Minneapolis-St. Paul International Airport Employee Art Exhibit begins November 18 and goes through February of 2011. Stop and check out the talent of your co-workers and their family members beginning November 18 on Concourse C, between Gates C5-C12.



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

Comings & Goings

- **Natural Element**, an eco-boutique featuring goods made from sustainable and recycled materials, is set to open in December in the Airport Mall in the former Tie Rack space.
- Interactive touch-screen directories will be unveiled later this month on both ends of the Airport Mall.

MSP Service Professional Award Winners

~ OCTOBER ~

- ★ **Molly Berg**
HMSHost - Ike's on Summit
- ★ **Dale Numelin**
Travelers Assistance
- ★ **Joe Rine**
Travelers Assistance
- ★ **Benny Rosene**
Travelers Assistance
- ★ **Adam Snedker** (two awards in Oct!)
Metropolitan Airports Commission
- ★ **Kurt Steensland**
Travelers Assistance
- ★ **Jerry Tiegel**
Travelers Assistance
- ★ **Alison Vikla**
Metropolitan Airports Commission
- ★ **Kirk Vogland**
Travelers Assistance



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

Congratulations to **Donnisha P. from Minnesota! for winning the grand prize in the October 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



- Beginning November 11 the pick-up and drop-off location at Terminal 1 for the courtesy Special Needs Shuttle that runs between MSP's terminals is moving to the Ground Transport Center, near SuperShuttle's passenger pick up area.
- The Delta Sky Club at Concourses F & G is undergoing a face-lift. The club will be closed November 28 - December 29. During this time, please direct customers to Delta's other SkyClub at Gate C12. The renovated club is scheduled to debut on December 30.
- AeroClinic, Inc will have three locations providing flu shots at MSP Airport beginning in November. Two locations at Terminal 1: across from Gate C2 and inside security near Checkpoint 5. The T1 locations are open from 8 am to 4 pm Monday-Friday, and 9 am to 1 pm on Sunday. The T2 location is across from Gate H7 and open 8 am to 4 pm Monday, Wednesday, and Thursday. Vaccinations are administered by health-care professionals and cost \$30 for employees and \$35 for customers.

Get social with MSP Airport
facebook.com/mspairport
twitter.com/mspairport

