

UPCOMING EVENTS

- The fourth quarter Customer Service Action Council Forum, "GLOBAL AGING: Understanding the Future Passenger," will be held **Thursday, Nov. 3** from **1 to 3 p.m.** in the Airport Conference Center.

As the population ages, adapting to the needs of "older" passengers has become increasingly important. This forum will help participants better understand the needs of these customers in a fun and educational way.

WHAT OUR CUSTOMERS ARE SAYING

"We have traveled a lot and by far your airport is the best! Clean, interesting shops, good transportation between areas and good selection of food. We were very impressed and we hope we can visit again soon!"

MSP SERVICE IDOL

Congratulations to **Kelemua** from Ben and Jerry's 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 every month from 1:30-2:30 p.m. at Northern Lights on Concourse D with the grand prize drawing at 2 p.m.

MSP SERVICE PROFESSIONAL AWARD WINNERS

- OCTOBER -

- ★ **Ezra Faggett**
Delta Air Lines
- ★ **Matt Haller**
Schwager-Davis, Inc.
- ★ **Kathy Humphrey**
Travelers Assistance
- ★ **Lillie Johnson**
Sports Minnesota
- ★ **William Lueck**
US Airways
- ★ **Dave Teslow**
Travelers Assistance
- ★ **Saku Watson**
Delta Air Lines



Arlie Johnson (left), MAC Assistant Airport Director, Landside Operations, presents **Lillie Johnson** (right), Sports Minnesota, 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

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

COMINGS & GOINGS

- Taco Bell (Airport Mall) and La Tapenade (Concourse F) are opening this week!
- Pei Wei Asian Diner (Concourse C) is expected to open mid-November.
- MSP Tours is now open at MSP! Travelers can explore the Twin Cities via lightrail on their layover with a self-guided audio tour. Located in the Airport Mall near security checkpoint 5.
- Icelandair has suspended its seasonal service from Terminal 2. Flights are expected to resume May

GOOD 2 KNOW

- Save 10-40 percent at your favorite shops and restaurants at the airport from Dec. 2-12 with the **MSP Airport Employee Holiday Shopping Days coupon book!** Pick up a coupon book after Nov. 10 at any Travelers Assistance Information Booth, in the Airport Director's office or print them online at www.MyMSPConnect.com/save.
- The fifth annual MSP Employee Health and Wellness Expo was a success with more than 1,000 attendees. The more than 50 door prize winners have been notified. Save the date for the 2012 Health and Wellness Expo, Oct. 30, 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@mspmac.org with any questions.



An airport community providing genuine customer care each & every time