

MSP SERVICE PROFESSIONAL AWARD WINNERS

- OCTOBER -

- ★ **Debra Cain**
Armed Forces Service Center
- ★ **Gilmore Harris**
T.G.I. Fridays
- ★ **Jammer Micelli**
French Meadow/HMS Host
- ★ **Chris Michori**
Delta Air Lines
- ★ **Oats Settle**
T.G.I. Fridays



Gilmore Harris (left) and **Oats Settle** (right) receive their awards from **Phil Burke** (center), MAC Assistant Airport Director, Facilities.

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

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

COMINGS & GOINGS

- Thursday, November 8, Spirit Airlines will begin daily nonstop service to both Fort Lauderdale and Fort Myers from Terminal 2-Humphrey.



Visit www.spirit.com for more information.

- The third annual Exhibit of The National Arts Program® for Minneapolis-St. Paul International Airport (MSP) employees and their family members opens **Tuesday, November 20** in the Concourse C Gallery. The exhibit will be on display until March 5, 2013.

WHAT OUR CUSTOMERS ARE SAYING

"I had a connecting flight through MSP today with Delta and I just wanted to tell you how much I loved the airport. I was only there for an hour but was very impressed with the quality and cleanliness of the facilities. Thank you for helping to make a tired traveler smile and relax!"

An airport community providing genuine customer care each & every time

GOOD 2 KNOW

- Save 10-40 percent at your favorite shops and restaurants at the airport from November 30 - December 10 with the **MSP Airport Employee Holiday Shopping Days coupon book!** Pick up a coupon book after November 13 at any Travelers Assistance Information Booth, in the Airport Director's office or print them online (after November 13) at www.MyMSPConnect.com/save.
- A new, six-lane security screening checkpoint opened October 10, designed to increase processing efficiency and reduce wait times at Minneapolis-St. Paul International Airport's Terminal 2-Humphrey.



The new checkpoint is located at the northeast end of the terminal near the skyway to the Orange Parking Ramp and light rail transit.



Also unveiled in the atrium leading to the new checkpoint was an

1,800-square-foot floor mosaic. [Click here to learn more.](#)