

UPCOMING EVENTS

- Third Annual Soaring Savings Sidewalk Sale will take place **Oct. 17-23**.
- 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 MAC Commission Chambers.

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

- The annual MSP Airport Employee Health and Wellness Expo is scheduled for **Tuesday, Oct. 25** from **9 a.m. to 4 p.m.** at Terminal 1-Lindbergh's Ticketing Mezzanine level.

Dozens of vendors will be in attendance offering free samples, health screenings and information to all MSP Airport employees. Stop by the prize table to enter to win one of many possible door prizes.

- The Second Annual Exhibit of The National Arts Program[®] for Minneapolis-St. Paul International Airport employees and their family members takes place **Nov. 22 to March 6, 2012**. The submission deadline is **Oct. 18**. Applications are available at all information booths. Contact **Diane Dombrock** at **612-794-4437** for more information.

MSP SERVICE PROFESSIONAL AWARD WINNERS

- SEPTEMBER -

- ★ **Bob Anderson**
Travelers Assistance
- ★ **Tom Anderson**
Ampco Parking
- ★ **Carolyn Cooper**
Travelers Assistance
- ★ **Lori Drews**
Delta Airlines
- ★ **Lemlem 'Lily' Habte**
Ampco Parking
- ★ **Dayle Hochsprung**
TSA
- ★ **Sally Schlosser**
Travelers Assistance
- ★ **Jonathan Torrence**
Bluwire
- ★ **Ken Wolfe**
Prime Flight



Ken Wolfe (left), Prime Flight, receives his award from **Phil Burke**, MAC Assistant Airport Director/Facilities (right).

MSP Service Professional Award winners receive a framed certificate, MSP Service Professional pin and a \$10 MSP dining coupon.

SEND WRITTEN CUSTOMER COMPLIMENTS TO:
MSCUSTOMERSERVICE@MSPMAC.ORG

COMINGS & GOINGS

- Creative Kidstuff (formerly on Concourse F), a toy store stocked full of creative and imaginative developmental and educational toys, will open in the Airport Mall Thursday, Oct. 6.

WHAT OUR CUSTOMERS ARE SAYING

"A smiling person asking "How can I help you?" was just what I needed after a long day spent flying. Thank you for this friendly welcome to Minneapolis. "

GOOD 2 KNOW



- Are you missing out? Don't forget to sign up to receive information about everything you read here and more - as it happens - at www.myMSPconnect.com. Contact **Amanda Greene Guentzel** at amanda.guentzel@mspmact.org with any questions.

MSP SERVICE IDOL

Congratulations to **Edip I.** from Spirit of the Red Horse for winning the grand prize in the September **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.

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