

## Upcoming Events

- MSP's Customer Service Action Council hosts the Fall 2010 CSAC Forum on **Thursday, September 23** in the MSP Airport Conference Center from **1:30 - 3 pm**. All are invited, no RSVP needed. Topic: Generational differences in the workplace, presented by Pivotal Advisors.
- Are you an aspiring artist? Ready to show the world your talents? Then please register one or two of your creations to be exhibited at the 1st annual MSP Employee Art Exhibit. The exhibit runs November thru February on Concourse C. Get all the details about registering for this National Arts Program Exhibit at: [airportfoundation.org](http://airportfoundation.org). Deadline is October 28.
- Save the date! The annual MSP Airport Employee Health + Wellness Expo is scheduled for **Tuesday, October 26**. Dozens of vendors offering free samples, health screenings and information will be available to all MSP Airport employees. Plan to attend for a healthier you!



## Good 2 Know



- Thank you to all who auditioned for the "MSP Nice" customer service training video. MSP Airport is packed with talent! Look for the video (and your co-workers) in training sessions later this year and into 2011.
- The MSP Airport Conference Center, located on the Mezzanine level above Chili's Too and the entrance to Concourse F, offers customers more than room rental. Other services include: catering, copy-print-fax services, postage stamp sales, and individual workstations. Call for more info: 612-794-4500.
- The exit at Security Checkpoint 2 is permanently closed due to remodeling of the checkpoint. Look for an additional lane to open soon.

Have questions, comments or suggestions about MSP? Send them to [mspcustomerservice@mspmac.org](mailto:mspcustomerservice@mspmac.org)

**Congratulations to Lenssa Mergerssa from Famous Famiglia for winning the grand prize in the August 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.**

## MSP Service Professional Award Winners

~AUGUST~

- ★ **Connie Anderson**  
Travelers Assistance
- ★ **Barbarah Christopherson**  
Metropolitan Airports Commission
- ★ **Paul Kolars**  
Metropolitan Airports Commission
- ★ **Jeff Kolesar**  
Metropolitan Airports Commission
- ★ **Linda Lewis**  
Metropolitan Airports Commission
- ★ **Ruth Murray**  
Travelers Assistance
- ★ **Steve Schultz**  
Metropolitan Airports Commission



**TA Connie Anderson accepts her award from Director of Operations-MSP Steve Wareham**

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](mailto:MSPCUSTOMERSERVICE@MSPMAC.ORG)

## Comings & Goings

- **BlackBerry from Wireless Giant** opens later this month in the MSP Airport Mall. Stop in and check out their offerings.
- **Natural Element** will join the MSP Airport Mall retail mix later this year. An eco-boutique featuring recycled and organic goods replaces Tie Rack.

**Get social with MSP Airport on Facebook and Twitter!**

