

MSP SERVICE PROFESSIONAL AWARD WINNERS

AUGUST

★ **Bill Edwards**
Travelers Assistance

★ **Gilmore Harris**
T.G.I.Fridays

★ **Elviar Harvel**
Metropolitan Airports Commission

★ **Charlotte Johnson**
G2 Secure Staff

★ **Todd Johnson**
Metropolitan Airports Commission

★ **Barb Moen**
Travelers Assistance

★ **Heidi Sagerer**
Metropolitan Airports Commission



Charlotte Johnson (right) receives Customer Service Award from Steve Wareham, Director of MSP Operations.

Winners receive a certificate, MSP Service Professional pin and a \$10 MSP dining coupon.

Send written customer compliments to:

MSPCUSTOMERSERVICE@MSPMAC.ORG

MSP SERVICE IDOL

Congratulations to **Randy K.** from InMotion for winning the grand prize in the June **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.

GOOD 2 KNOW

- Calling all artists! Register today for the third annual Exhibit of The National Arts Program® for Minneapolis-St. Paul International Airport (MSP) employees and their family members. Artist registrations for this year's exhibit are due **Wed., Oct. 17**. The employee art exhibit will be on display from Nov. 20 to March 5, 2013. For more information, or to register online visit airportfoundation.org.



Last year's Best of Show winner by Eric Cornett

COMINGS & GOINGS

- The first three permanent concepts of the Concourse G remodel are now open. Run by Delta's concessionaire, OTG, the restaurants include: **MinniBar** – an upscale sandwich bar with a menu designed by celebrity chef/host Andrew Zimmern; **Mimosa** – a French country eatery and raw-bar with Chef Russell Klein of Saint Paul's Meritage; and **Shoyu** – a modern Japanese restaurant inspired by local restaurant Tanpopo's with Chef Koshiko Yonemura.
- **Petals**, located on the baggage claim level, is now closed.

Have questions or comments about MSP Airport? Send them to mSPCUSTOMERSERVICE@MSPMAC.ORG

UPCOMING EVENTS

- Delta Air Lines and the Metropolitan Airports Commission introduce the first annual **Accessibility Fair** at Minneapolis-St. Paul International Airport (MSP).

WHEN: Wednesday, Sept. 19 from 9 a.m. to 4 p.m.

WHERE: Terminal 1-Lindbergh, Ticket Lobby Mezzanine

This one-day event will include informational displays, speakers, snacks, games and prizes.

- Get inside your customers' heads. The fall Customer Service Action Council (CSAC) Forum, "Customers: What the Heck Are They Thinking," will be held **Thursday, Sept. 27 from 1:30 to 3 p.m.** in the Airport Conference Center.

Presenter Dave Jeffrey, from Interactive Dynamics, will emphasize the importance of understanding passengers and guide attendees in how to enhance overall customer service.

No registration is required. All MSP Airport employees are welcome.

- Don't miss your opportunity to purchase fresh produce at the **MSP Airport Farmers Market every Wednesday from 1 to 4:30 p.m. through September.**

The market takes place in the Delta Building C parking lot, located between the bus shed and 34th Ave.