

CUSTOMER SERVICE ACTION COUNCIL MINUTES

Thursday, January 12th, 2023

10:00 AM – 11:00 AM

Terminal 1: Commission Chambers

Number of attendees: 47

- | | |
|---|----------------|
| 1. Welcome & Introductions | Katlyn Schenck |
| 2. Public Service Announcements | Katlyn Schenck |
| 3. Committee Updates | Katlyn Schenck |
| 4. Construction Updates | Puneet Vedi |
| 5. Customer Experience Updates | Phil Burke |
| 6. Compliments and Complaints/MSP Nice Overview | Katlyn Schenck |

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|---------------------------------|----------------|
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Wandertest Rapid COVID Testing

NOW CLOSED

**Closing
January
31st**



MN Department of Health Testing

In partnership with the Minnesota Department of Health and Vault Health, a free COVID-19 testing site is open to the public at MSP Airport, providing a convenient location for the state's testing program.

Results in 48 hours

Hours: 7 a.m. - 7 p.m.

Location: Level 2 of the Blue Ramp, Terminal 1

Cost: Free to all Minnesota residents

**Closing
January
31st**

‘Test-to-treat’ COVID-19 site opens at MSP

People who test positive for COVID-19 at the MSP Airport testing site can now be evaluated onsite by a medical professional and get a prescription for the antiviral drug if deemed appropriate.

Only patients deemed high risk by a clinician will receive a prescription for Paxlovid, which has received emergency approval from the FDA to treat COVID-19.

The "test-to-treat" site is on Level 2 of the Blue Ramp at Terminal 1 and is open from 7 a.m. to 7 p.m. The services are free to Minnesotans.

Walk-ins are accepted but appointments are recommended at mn.gov/covid19.

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MSP Airport Managers and Supervisors

Recognize your employees or volunteers as MSP All-Stars today!

At MSP Airport, caring for our customers has always been a team effort. Now managers and supervisors have an opportunity to publicly recognize their top performing players by identifying them as an MSP All-Star.

As recognition for making the MSP experience great for both passengers and colleagues, this program will have your All-Star's image, name, title and company name featured on the digital screens that accompany the flight information monitors in the terminals.

The process is simple:

- 1** Identify the MSP employees or volunteers you believe should be recognized based on the criteria listed to the right, and have them fill out a [photo release form](#)
- 2** Obtain their approval to display their image and recognize them publicly in the airport terminals
- 3** Obtain headshot images of the individuals for use on the digital screens
- 4** Fill out and submit the [MSP All-Stars form online](#)

We'll take it from there!

When considering who to recognize, keep the following criteria in mind.

Does this person consistently exhibit one or more of the following behaviors...

- ★ Takes steps to assure the safety and security of travelers and fellow airport workers
- ★ Proactively seeks opportunities to assist customers outside their normal duties
- ★ Promotes teamwork across the airport community
- ★ Provides excellent service to MSP's travelers



2023 CSAC GOALS

- Celebrate Success!
- Broaden CSAC participation
- Update MSP Nice customer service standards

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3. Committee Updates

Katlyn Schenck


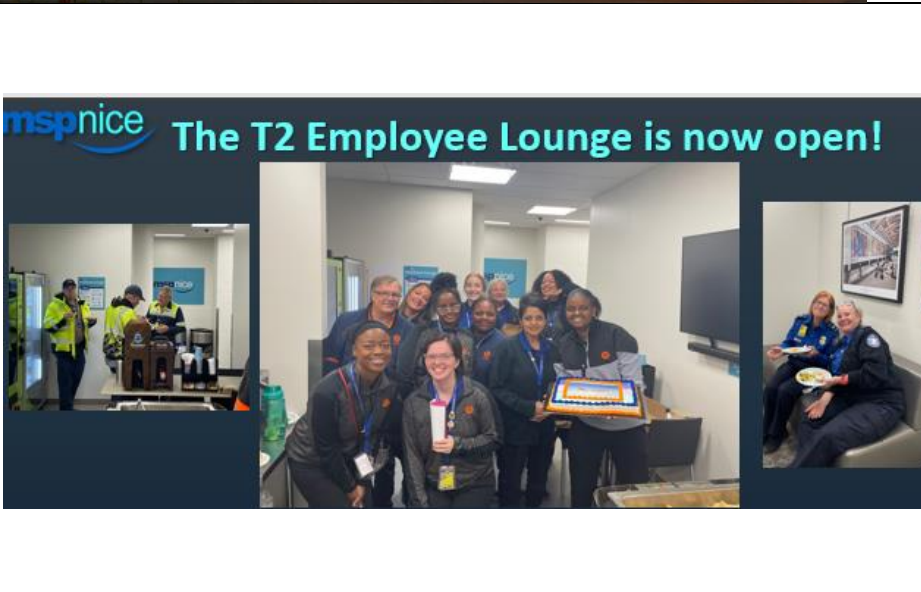

Committee	Chair	Update
Forum	Abby Kes All are invited to the next Forum, Thursday, January 26 th at 1130am-1pm in the Commission Chambers, as we learn more about MSP's accessibility features. Lunch is provided- all are welcome!	     
Travelers Advisory (TAC)	Phil Burke No Update	 
Travelers Advisory with Disabilities (TDAC)	Phil Burke TAC met Monday, December 12 th . Conversation included a task force on self-identification for passengers needing assistance in various locations in the terminal; a recap of Brian Ryks' testimonial in DC; an update on talk to text; and the brand audit.	 <p>Will meet again on Monday, November 14th</p> <p>Next Meeting: Monday, June 13th</p> 

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<p>Benchmarking</p>	<p>Phil Burke</p>	
<p>Building on Success</p>	<p>Angela Enroth The T2 employee lounge is now open!</p>	
<p>MSP Jobs</p>	<p>Jay Noseworthy & HaeEun Park The next job fair will held Wednesday, February 8th in the Silver Ramp- Registration is now open!</p>	

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	<p>We also invite you to celebrate our ESL Workforce English group as they graduate, with a ceremony at the January Commission meeting (Jan. 17th)</p>	<ul style="list-style-type: none"> • Workforce English <ul style="list-style-type: none"> • Commission Meeting Tuesday, January 17th at 1 PM; Meet out front at 12:45 • Graduating Employee(s) and Manager are invited to attend; First 2 rows reserved • Certificates and lanyard pins presented to graduating students  <ul style="list-style-type: none"> • Next Session: TBD – most likely late February or early March 2023
MSP Nice	<p>Katlyn Schenck</p> <p>A reminder to continue to send in your unsolicited customer compliment stories before the end of the year!</p>	 <p>Remember to recognize your employees who receive customer compliments!</p> <p>The MSP Nice Award consists of:</p> <ul style="list-style-type: none"> • Framed certificate of recognition • Service Professional Pin  • \$25 Target gift card  
MSP Nice Celebration	<p>Kerry Forbes</p> <p>Thanks to all that attended the 8th annual MSP Nice Celebration!</p>	
Airport Customer Service Hero	<p>Stay tuned for an update on our newest Customer Service Hero!</p>	 <p>AIRPORT CUSTOMER SERVICE HERO</p> <p>More to come on the next Hero coming in early '23.</p> <p>Nominate an employee or volunteer for the Airport Customer Service Hero award!</p> <p>Simply provide their <u>name</u>, <u>company</u> and <u>why</u> you believe they should win to: HERO@mspmacc.org</p> <ul style="list-style-type: none"> • Up to three winners are selected every year • Awards are presented at a Commission meeting • Personalized crystal trophy • Check for \$1,000

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4. Construction Updates- Puneet Vedi

Please see the attached PPT slides from Airport Development highlighting December's updates.

5. Customer Experience Updates- Phil Burke

Phil took us "Behind the Music" of MSP and shared why we choose classical music throughout the terminal and the benefits.

Scientific benefits of classical music

1. **Brain boost**—Kandurj Computational Biology Researcher at University of Helsinki *"listening to classical music enhanced the activity of genes that are mainly related to reward and pleasure, cognitive functions and proper brain function."*
2. **Healing properties**—Studies have shown that soothing classical music is often played in post anesthesia units because of its ability to improve comfort and reduce pain.
3. **Sleep**—Classical music a favorite for therapists when conducting sleep therapy because it is so potent in calming the mind.
4. **Physical push**—Studies have shown a positive correlation between increased physical performance and any type of music. For some it's heavy metal, and for others, it's classical.
5. **Stress-relief and mood changer**—Just like healing properties, it has a tremendous effect on mood and stress, and has been proven to have the same physiological effects as massage!



Customer compliments

I love the classical music! It puts me at ease and causes a feeling of calm and peace. Most airports have rock music which so irritates me. Thank you for making MSP the classiest airport in the country!

I'm a traveler from Calgary, Canada and just wanted to say what a wonderful experience it is to fly through MSP as a hub. Your airport is beautiful, and I loved your washrooms. Classical music playing— nice touch!

Thank you for playing the classy classical music in the airport instead of the techno thumping junk. It makes a huge difference in the pleasantness of the travel experience.



Twitter

@mspairport never stop playing whatever the music was in the bathrooms this morning. Bartok maybe? Perfect bathroom music!

My wife likes the music playing in the bathrooms in Terminal 1. I want to know what it is! Thanks



Twitter

"Most airports will hit you with the Opus 18s, generic, expected; some hipster'ports will play Opus 131 to show you they know what they're doing; only MSP slides into that sweet middle quartet period and just luxuriates there."

Sam Bergman— Minnesota Orchestra





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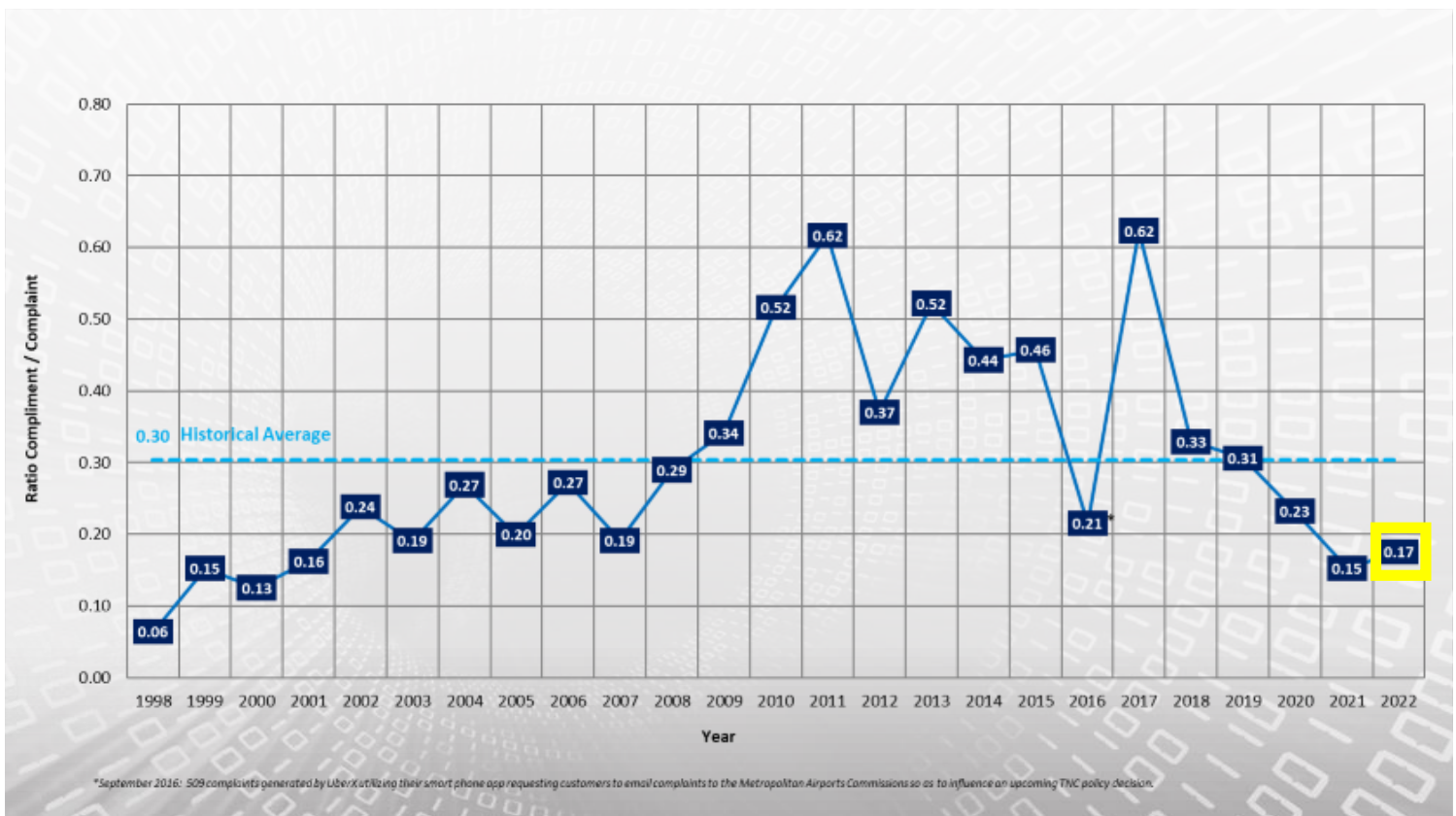
10:00 AM – 11:00 AM

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Compliments ÷ Complaints = Our Ratio *(the higher the better)*

Our ratio took a downturn in 2020, the start of Covid, and we are slowly seeing a bit of a recovery, ending 2020 at .17.

The hope is we can return to .30, our historical average

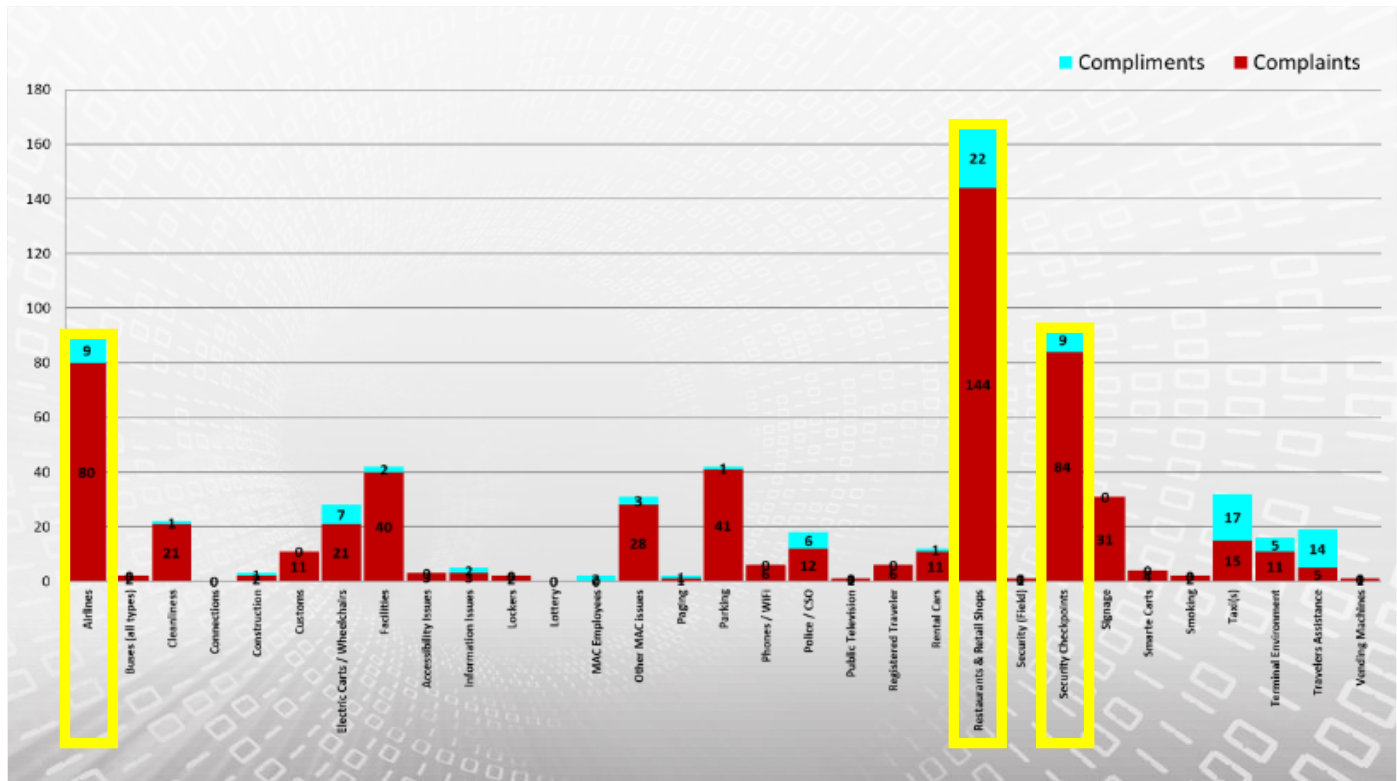


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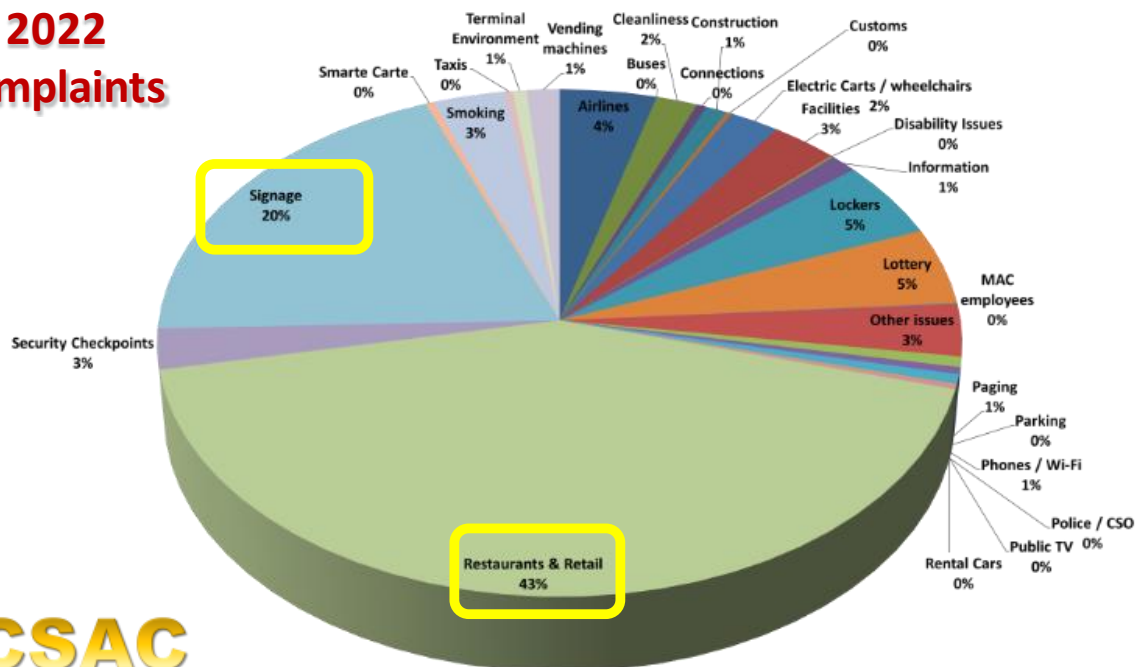
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Terminal 1: Commission Chambers



This graph shows all our categories and compliments and complaints received in 2022. Those highlighted our the highest in complaints and aim to do all we can to decrease this year.

2022 Complaints



Travelers Assistance volunteers also tally comments they receive at each booth throughout Terminal 1- this shows the breakdown of complaints per category.

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7. MSP Nice Awards Overview 2022- Katlyn Schenck

The 4 pillars of MSP Nice were shared:



1. MSP Training- Customer Service Standards and training will go through an update and shared at a later CSAC meeting in 2023.
2. MSP Nice Cards- will be reintroduced during that same meeting. If any tenants would like to participate in the giveaways as a quick “thank you ” to our employees, please let me know.
3. MSP Nice Awards-

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MSP Nice Awards Program

The MSP Nice Award is administered by the Metropolitan Airports Commission in partnership with the Customer Service Action Council. The intent of the program is to recognize and reward MSP employees and volunteers who exhibit excellent customer service as described in the MSP Nice Customer Service Standards.

Criteria to Qualify for the Award

1. **Employees & Volunteers are eligible for the MSP Nice Award when an unsolicited compliment is submitted by a member of the traveling public (No employee to employee nominations) for excellence in customer service. Any employee or volunteer with a valid MSP Badge is eligible.**
2. **Comments may be submitted via email, comment cards, phone call transcripts, social media or letters.** If an employee's manager/supervisor receives a written comment about that employee they should submit it to Katlyn.
3. **The CD&A team will determine eligibility of each comment. Comments may be disqualified due to ambiguity, solicitation or questionable sources.**
4. **An employee's manager/supervisor must approve the award.**

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mspnice award

Procedure

Upon receipt of the compliment, Katlyn will arrange with the employee's manager / supervisor for a time and location to present the award.



The MSP Nice Award consists of: a framed recognition certificate, a \$25 Target gift card, and a MSP Nice Pin, and an invite to the MSP NICE Celebration.

2022



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4. MSP Nice Celebration-



Our next meeting will be held Thursday, February 8th, 2023, in person at the Terminal 1 Commission Chambers.