

We Get Letters...



Travelers Assistance regularly receives letters and notes of appreciation from thankful travelers. Here is a sampling:

“Wonderful service at the TA booth – they checked out a phone number for me. Thanks!” – J.D.

“My parents were going to India and they don't speak English. I needed a pass to go in with them, but [the airline] wouldn't let me go in. My dad has diabetes. Ruth [Murray] (TA Ticketing) told Connie [Anderson] (TA Central) to help us out. They requested the [airline] people give me a pass to get in. I want to say thank you for helping us out... Thank you for everything.” – D.R.

“Please convey my sincere gratitude to Benny [Rosene] who assisted our son to get to the plane in time. That is so significant because we know our Armand is gifted with the inability to find things. I seriously doubt he would have found the plane, let alone in a rushed situation.

I know you assist well over a million travelers every year but for today and for our son, you made us feel like we're one in a million. It's truly appreciated.”

– A.Z., Malaysia

“C Concourse: I want to express my gratitude. The Travelers Assistance center (and particularly Betty Schultz) was so helpful to me. I lost my cell phone and as the phone co. wanted to charge me \$15 for 3 minutes, the staff here allowed me to make a 1-800 call to my credit card company who stepped in and helped me track down my phones. The staff here was so great and helpful. I will remember what could have been a bad experience, more of a fond memory. Thank you.” – Y.P.

“Info Desk. I would like to highly praise John [Sherman] and Fern [Mesbesh] in their successful efforts to answer my questions. They assisted me in getting a cart for two individuals who were handicapped and waiting for about 30 minutes. I very much appreciate the help and please extend my thanks to John and Fern.”

– K. G-H.

“Thank you [Dale Numelin] very much for all your assistance and kindness. You were very helpful during my crisis when my bag was stolen at the airport. When I finally arrived at my hotel I was still very upset, but then I had time to reflect upon the good things that strangers did to help me through. Your poise, calm, and useful information made such a difference about how I will remember the Twin Cities. I will be more careful, but I will also fondly remember St. Paul because wonderful people like you live here.” – A.M.L., Las Vegas, NM

“MSP #1: We needed some help and information when we were arriving in Minneapolis and met with Mr. Joe Rine. He was not only so cordial but welcoming and a wonderful person. He took care of all of our needs and we could not find or expect anyone to be more helpful.” – B.F.

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Bells & Whistles

♪♪ Travelers at MSP will have a lot to see and do this holiday season, thanks to the MSP Arts and Culture Program. In addition to the MSP Employee Art Exhibit beginning November 18 on Concourse C, our popular Holiday Music Series will be kicked up a notch. McNally Smith College of Music student groups are providing twenty vibrant performances to enliven Terminal 1-Lindbergh, getting everyone within earshot in a holiday mood. Expect choral and instrumental variety, from classical to modern, soloists to large ensembles.

And, don't worry, our professional musicians, pianist John Aldo, pianist Jane Becker, harpists Robin Berry and Pat Carlson, and pianist Phil Thompson, will perform throughout the holidays, too!

We'll keep you informed of who's playing what, when. Check our website, www.airportfoundation.org (navigate to Programs and Services/Arts & Culture/Performing Arts/Musical Performances), so you won't miss a note. ♪♪



Let's Hear from You!

William & Karin Nordstrom are regular Travelers Assistance volunteers on Wednesday nights at Red, Blue, and Baggage Claim. Recently, they've been finding TA connections wherever they go. William explains:

"Last summer Karin helped a Turkish university graduate, Esra Aras, make bus connections for a summer job at a resort near Lutsen. Since we have a place at Lutsen, we contacted Esra at her new job to see how it was going. The placement at this resort was not satisfactory and Esra left after one week to take a new job in Grand Marais. We found out that this job change was challenged by the student placement organization who planned to revoke Esra's work visa and require her to return to Turkey within five days. Our efforts to help Esra challenge this action were not successful. She had to return to Turkey after only two weeks resulting in a large financial loss for her placement fees and air fare. We gave her a ride back to the cities and helped her with the connections for her return flight.

We have stayed in touch with Esra by emails, phone calls and letters. We call her "our Turkish daughter". This month we decided to visit her in Turkey as a side trip from our visit to see Karin's family in Stockholm. We were warmly received by all of Esra's family members and spent two wonderful days in her town on the Asian side of Istanbul.

Then Esra and a brother-in-law accompanied us to the European side and acted as our tour guide[s]. To connect to one of the sites we got on a tram. While waiting for the tram to start another couple asked where we were from. We explained that we were from Minnesota and visiting our Turkish daughter who we met while volunteering at MSP. The fellow, Jerry Ingber, responded that he was from Minnesota and also worked as a TA volunteer!"

Have a story or insight about happenings at our booths? Contact Linda Quammen at linda.quammen@mspmac.org or 612-467-0661. Let's hear from you!



Top to bottom: William Nordstrom, Karin Nordstrom, Jerry Ingber

Featuring

An airport business or operation is featured in each issue of Flying Pages. This gives us an opportunity to be better informed and more helpful.

FSH Payphones



In case you hadn't noticed, there's a new payphone provider at the airport: FSH Communications. They have been installing new payphones for some time so you may have seen the "FSH" letters on phone banks you've passed.

Here's some current information to bring you up to speed:

PAYPHONE COSTS The amount charged for a call varies greatly. The more "programming" needed (computer or human), the more you're charged. The cheapest way to call is using coins (quarters), next is a prepaid calling card, then a credit/debit card, and lastly, a live operator-assisted call.

Coin: \$.50 for local calls; \$1.00 for 4 minutes of long distance in the US and Canada; \$1.00 for 2 minutes of international long distance. Prepaid Calling Card: These charges vary by provider (011 Mobile, IDT, Sprint, T Mobile, etc.). Many add a surcharge when used in payphones. (011 Mobile calling card, sold at TravelEx stores, is one that doesn't when calling within the US.) Credit/Debit Cards: These can range from \$9-\$15 for the first minute, with additional per minute charges. Live Operator-Assisted Calls: These can range from \$9-\$20 for the first minute, with additional per minute charges

LOCATIONS Payphones are still being added at some spots and removed at others. For now, check the location of phones around your booth each shift you work. There are two IDT Global prepaid calling card machines at Terminal 1-Lindbergh (near Gates E10 and F5) and one at Humphrey (near Gate H7). TravelEx shops throughout the terminals sell the 011 Mobile calling cards.

TA MANUAL For basic information about airport payphones look under the Airport Category TELEPHONES and the specific listing of PAYPHONES.

ADDITIONAL SERVICES *Pay Email* kiosks from FSH allow access to the internet—to check email or surf the world wide web. Costs are \$.35 per minute, with a \$5.00 minimum. Cash or credit cards are accepted. Additionally, the *Pay Email* kiosks provide Video Relay Service and TTY (teletypewriter) services free for the hearing impaired. Currently, there are several locations set up in Terminal 1—just look for the *Internet Access* sign above the kiosk. (Boingo Wireless's *Gate Station* internet access

kiosks charge about the same amount. Recently, they added complimentary (free!) access to weather information and the MSP Airport website, www.msppairport.com, so travelers can locate information themselves.)

Video Game consoles are being tested near Gates E10 and F5, next to FSH payphone banks. Online games for kids and adults include card games, puzzles, quizzes, and action games. Each game is 1 credit (\$.50). Cash or credit cards are accepted.



Video Game console, prepaid calling card machine, and Pay Email kiosk near Gate E10.



Bev Miller tries out FSH's Pay Email kiosk near Gate C2.

2010 Volunteer Meetings

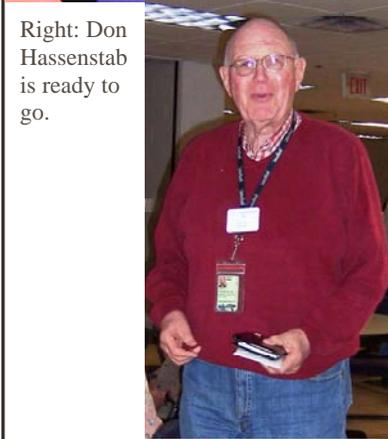
2010 has been a year of great change for MSP Airport and the Foundation. Explaining and discussing these changes was the purpose of the recent Airport Foundation Volunteer Meetings, held September 28 and 30.

Thank you for attending and thank you to the Metropolitan Airports Commission for the use of their Field Maintenance Center!



Left: Diane Dombrock., Program Director, explains "MSP Nice!"

Below: Annette Erlandson, Patti Bohmer, and Barb Calvano are all smiles.



Right: Don Hassenstab is ready to go.



Below: Tom Nielsen approves of the "light refreshments."



Below: Shift Supervisors Marion Sauber, Judy Brant, and Mary Ann Gaug surround Al "Doc" Ott.



Right: John Evans and Caryl Minnetti chat after the meeting.



Above: Joyce and Azor Kleven look on...



In Memoriam



Everett MacLennan began volunteering for the Travelers Assistance program over ten years ago, in January 2000.

Many volunteers will remember his dry wit. at morning volunteer shifts several times per week, whether at Yellow, Baggage Claim 2, or 5.

Everett passed away on July 1. ♥

Margaret Theisen came to the Travelers Assistance program in January 1995. Over the years, she volunteered at many locations. However, the last several years saw Margaret efficiently assisting travelers from her Central post on Tuesday mornings.

Margaret passed away on September 25. ♥



Airport Foundation Dress Code for Service Specialists and Go Guides

Most of the new uniform vests and polo shirts have arrived! That means distribution should begin in October.

Along with the roll out of the new navy vests and polo shirts, we've rolled out a dress code for those volunteers—Service Specialists and Go Guides—who have direct contact with the traveling public.

The dress code will create a Travelers Assistance volunteer image that is professional looking and easily identifiable for travelers needing help. (Most of the other major airports that have programs with volunteers assisting travelers have dress codes, as well.) A wide range of pant, top, and shoe styles and colors are accepted.

“Going Your Way” is the tag line the Metropolitan Airports Commission is using to brand MSP as a preferred place for travelers to fly through, from, and to. As a Travelers Assistance volunteer, you project that can-do spirit as you represent MSP to each of the travelers you help. That's why your new vest or polo shirt carries the MSP International Airport logo, rather than our Airport Foundation logo. We're all part of a community—a team working to ensure a great experience for every traveler, on every visit.



Del Strand models the new polo shirt.

Around the Airport



Electronic Technology Update:

When travelers ask where they can find certain types of electronic gadgets, do you begin to sweat?

Relax! No one expects you to know everything about the ever changing world of technology gismos. You're a generalist, not a specialist, so you just need to point them in the direction of the most likely shops.

For electronics, **Brookstone**, **Gadgets 2 Go**, and **In Motion Entertainment** have the most complete selections. All are close to each other near the center of the Airport Mall so advise travelers to check all three for the object of their electronic desire. If their need is Blackberry-related, the newly opened store, **Blackberry**, is near the other three, too.

Also, there are three **Best Buy-branded ZoomSystems machines** in and near the Airport Mall area (by Zozo and the entrances to Concourses E and F) that carry a variety of

electronic wizardry--and are open 24/7! The machine close to Gate E1 contains iPod Touch,

Nano, and Shuffle, a 3.5" Flo TV, Truephone--usable internationally, Garmin GPS, chargers, cameras, headphones, electronic games, and more.



Volunteer News!

Welcome New TA Volunteers!

We welcome six new volunteers to Travelers Assistance. They completed their training and received their badges between June 15 and September 30, 2010. Welcome to the Airport Foundation!

Five of these new volunteers were recruited by YOU, our current volunteers and one found us by walking through the airport.

When we asked them why they want to be Travelers Assistance volunteers, they gave us the following comments.

Katherine Anstett: "I spent 30+ years as a social worker and 2.5 years with the Peace Corps in Romania after retirement. Combining this with a love of travel and available free time, being a TA volunteer seems tailor made for me."

Sue Porter: "I retired seven years ago from a wonderful 34-year career as an elementary school teacher in Bloomington. For the past two years I have had a part-time job in a small women's boutique. I have found that working with adults is equally as much fun as with children."

David Steenson: "Following the example of the Good Samaritan, I look forward to assisting travelers at MSP. I expect that my role as a TA will satisfy at least two of my passions: air travel and meeting new people."

Mark Takamiya: "I just finished a stint with NWA and prior to that spent 10 years as an Air Force pilot and public affairs officer. Through this opportunity, I hope to keep up my aviation knowledge, pass on some of my wealth of travel information (I still travel approximately twice per month), and do something constructive while unemployed."



David Teslow: "This opportunity fits my interests and background perfectly with most of my work experience running non-profit foundations at Methodist Hospital and the University of Minnesota Medical School. Working with volunteers and the public on a regular basis in both friend-raising and fundraising was a very important part of our mission."

Bonnie Laird: "I love the excitement of traveling and want to help others have positive visits to our airport and to Minnesota. Helping others makes me happiest, keeps me busy, and the new challenges will definitely keep me young. I am pleased to have this opportunity to make a fine new group of airport TA friends!"

Everybody gets so much information all day long
that they lose their common sense. -- Gertrude Stein



DATES TO REMEMBER

- Tues., Oct. 26: MSP Employee Health & Wellness Expo
- Thurs., Oct. 28: MSP Employee Art Exhibit Registration closes
- Sat., Nov. 6: New Volunteer Orientation, 8:30 a.m.
- Sat., Nov. 13: New Volunteer Classroom Session, 8:30 a.m.
- Thurs., Nov. 18: MSP Employee Art Exhibit opens
- Sat., Nov. 20: Go Guide Training, 8:30 a.m.
- Thurs., Nov. 25: Thanksgiving – TA Closed
- Fri., Dec. 3: MSP Employee Art Exhibit Reception and Awards Ceremony

MSP Airport Employee Health and Wellness Expo

Tuesday, October 26, 2010, 8 a.m. - 5 p.m.

Terminal 1-Lindbergh: Mezzanine Level (Pre-Security)

Stop by this annual event of interesting and helpful vendors, special offers, prize drawings, free massages, screenings, and more.

**Want to do more? Help our airport community by volunteering at the expo!
Register at Central by October 18 .**



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