



# FLYING PAGES

A Newsletter for Travelers Assistance Volunteers

## Recruiting 101

By Jackie Lind, Volunteer Coordinator

**Volunteers make the Airport Foundation strong**—able to say “yes” when asked to assist. Recent examples? How about the Travelers Assistance (TA) Go Guides who actively search out travelers with problems, or the extended hours of TA service at Terminal 2-Humphrey?

**Who are our best recruiters?** You are! About 40% of those who request information on our volunteer opportunities have been referred to us by **YOU**, our current volunteers. Thanks for your help in recruiting!

**Recruitment is an ongoing activity**, and your help is always needed. Right now, we want to recruit highly qualified people who have the flexibility to serve shifts on weekends and evenings. We also hope our new recruits plan to stay in Minnesota for most of the winter months when we have the highest number of vacant shifts.

**How do you recruit someone?** Perhaps someone comes to your TA location and asks about becoming a volunteer, or you meet someone in your community who is interested. Here are three ways you can respond to the person:

1. Hand out our Airport Foundation business card or brochure and point out our website address, [www.airportfoundation.org](http://www.airportfoundation.org); or
2. Get the person’s name, address, and phone number, then ask staff to mail information to them; or
3. Give out the phone number for Jackie Lind, Volunteer Coordinator (612-726-8179) to contact for further information.



Rita Walker, volunteering at Central, hands out a business card.

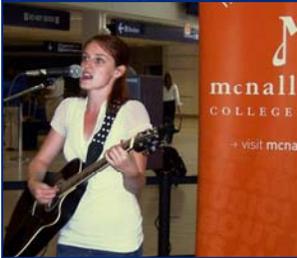
**Emeriti volunteers recruit new volunteers, too.** The Volunteer Emeriti Circle was created to honor volunteers for their loyal service to the Foundation and provide a way for them to stay involved without requiring regular time commitments. (Volunteers with more than 10 years or 1500 hours of service may be invited to apply for emeriti status by staff.) Emeriti continue to receive our Flying Pages newsletter and invitations to special events. In turn, we ask them to stay in touch and actively recruit new members for the Foundation. Our current Emeriti volunteers are: Betty Devinny, Bonnie Dobratz, Joann Gleason, Jean Litman, Leah Teel, Ginny Anderson, Frank Brennan, Fred Springer, Myrtle Baker, Lois Scheerer, Donna Pierson, Carol Skoglund, Jean Barrett, Rich Radmer, Emily Day, Gretchen Miller, Carl Peterson.

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### *Did You Know?*

- \* The Airport Foundation currently has 311 volunteers on its active roster, nearly all of them Travelers Assistance Service Specialists or Go Guides.
- \* The number of volunteers in service has been fairly constant over the past 5 years, at between 300 and 310. (New recruit numbers usually equal the number of volunteers who leave.)



**Summer programs sizzle:** Catch these fun offerings from the MSP Arts & Culture Program, a partnership between the Metropolitan Airports Commission and the Airport Foundation MSP.

★ **Pianos on Parade: Through July 30**

One of St. Paul's 20 artistically transformed pianos from a Keys 4/4 Kids' project, MSP's purple and red beauty is *The Jazz Masters Dojo*, painted by Jesse Golfis. Now waiting at Baggage Claim in Terminal 1 for you to twinkle the ivories yourself or listen to others!

★ **Summer Music Series: July - August 3**

A variety of performances by spirited McNally Smith College of Music students on Mondays and Wednesdays will have you feeling the music. Most acts are in the Mall of Terminal 1 but a few are in Baggage Claim. Check our website, [www.airportfoundation.org](http://www.airportfoundation.org), or [www.mymspconnect.com](http://www.mymspconnect.com), for more details.

★ **Views Across Time: July - September**

Recalling MSP's past through snapshots in time, the exhibit includes photos from 1921 through 1971, plus additional memorabilia. The location is on Concourse C in the gallery area between Gates C7 and C11. Exhibit partners are the Minnesota Historical Society, The NWA History Centre, Inc., and the Airport Foundation MSP.



**Diaper Bag Basics vending kiosk:**

Diaper Bag Basics has arrived inside the Childrens Play Area at Terminal 1 on Concourse C. Loaded with kid essentials like diapers, pull-ups, wipes, sippy cups, bottles, baby food, pacifiers, formula, tissues—even crayons—it takes payment via cash or credit/debit cards. A portion of the proceeds will also benefit the Airport Foundation.

**Aloha Shades makes summertime cool.**

The new kiosk, just outside the Childrens Play Area, shows off the sweetest shades you'll need for summer!

Photos top to bottom: John Paul Donahue, local performer/piano teacher, plays MSP's *Piano on Parade*; Caiti Allison, McNally Smith student, strums and sings in Mall; Post-war photo from Concourse C art exhibit; Diaper Bag Basics kiosk; Aloha Shades kiosk

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Travelers Assistance (TA) is a program of the Airport Foundation MSP. Articles in *Flying Pages* are written for volunteers by program staff and TA volunteers.

Questions and comments should be directed to: Travelers Assistance, MSP International Airport, 4300 Glumack Drive, Suite D2040, St. Paul, MN 55111 or (612) 467-0661.

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# Let's Hear from You!

## Love Among The Luggage

*Jerry Ingber has been a Travelers Assistance service specialist helping travelers find luggage and love since the fall of 2007. His shifts at all of our booths allow him to see—and aid—the full cross-section of travelers at MSP International.*

“On Valentine's Day, Feb. 14th, while working "Blue", I noticed a youngish Southeast Asian woman walking around seemingly lost while carrying a bunch of plastic long-stemmed flowers in her arms but without any luggage. Since most of the airline traffic around this particular information desk is generally passengers about to fly out of Terminal 1, upon approaching the woman to offer my assistance I was surprised to see that in addition to not speaking any English, she didn't have a boarding pass. She did offer me her passport, which was from Laos, & in addition to her boarding passes for flights from Bangkok to LAX...to Dallas to MSP, I noticed that she had a "K-1" visa stamped in her passport.

Having retired from being a private immigration lawyer for 28 years (and thus knowing that a K-1 visa is for foreign nationals who will be marrying the U.S. citizen who filed a K-1 petition on their behalf), I surmised that indeed this young woman was likely destined for the Twin Cities (and not flying out, as originally presumed) coming here to join her fiancé in a wedding ceremony. So, assuming that the woman was really lost, I took her to the American

Airlines baggage carousel first to look for a suitcase that certainly she must have had and then, after seeing her eyes light up upon seeing her bag waiting, I began to look around for an anxious man who must have been waiting for a long time (the Dallas-MSP flight had arrived more than 90 minutes earlier).

Seeing no one, in my best "Hmong" accent that I could muster I made a public announcement that KUE VANG was waiting by the AA baggage counter for her party and sure enough, after another prolonged 20-25 minutes, a man from Southeast Asia with similar



plastic long-stemmed flowers in his arms, showed up with a huge smile and a dozen friends accompanying him. As the young woman broke into tears with hugs all around (including me), I concluded that this was indeed what must have been in the minds of the founders of Valentine's Day when they decided that love conquers all.”

– Jerry Ingber

## You Should Have Been There...

On March 11, when Bev Miller was home alone at her son's new house—in Tokyo! She credits the sound building practices in Japan for no breakage, even though the “whole house was moving” during the giant earthquake. (She, her son, daughter-in-law, and new granddaughter are all fine.)



On April 1, when “Jean [Hanson] on Green was handed a wad of \$100 bills that a gentleman had found on the floor near Gate C12. Within five minutes a very nervous woman came to her Green booth and explained, near tears, that she'd had money in her underclothes and now it was gone. Jean asked, “What kind of money?” When the lady replied, “\$100 bills” Jean reunited the relieved lady with her cash. No joke on April Fool's Day!



On April 6, when Karen Altpeter was escorting a gentleman from the International Arrival area to Gate A11. Although he spoke five languages, English wasn't really one of them. He knew some American songs, though, and serenaded Karen during the journey by tram and moving walkway with booming versions of *Strangers In The Night* and *Some Enchanted Evening!*



*Have a story or insight about happenings at our booths or functions? Contact Linda Quammen at [linda.quammen@mspmac.org](mailto:linda.quammen@mspmac.org) or 612-467-0661. Let's hear from you!*

# We Get Letters...



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

“Wonderful help from both MSP volunteers (Betty Simensen and Sharon Koeneman), that we spoke to. They were positive, knowledgeable, and helped make a rather long layover all the more enjoyable.” – Anonymous

“I just wanted to email and thank everyone in travelers assistance for the help you gave us—we used the cot room both prior to our flight from Mpls and also after returning to Mpls. while we waited for baggage, etc...” – K.W.

“Info Booth A Concourse: Edwin [Sherman] was great! Enthusiastic, happy to help and well informed. Thank you both for making my birthday filled with travel from coast to coast a bit brighter. Today I have a smile as long as the miles I have flown. Keep up the great work – I look forward to my next visit to MSP and hope to stay a while longer next time so I can meet more Minnesotans just like you both! Cheers!” – S.T.

“Connie A[It] was very helpful. Two of the same flights were listed with different times. She helped us find which was correct.” – J.F.

“I just wanted to say thank you [Chip Jansen] for your kindness towards my mother-in-law, Phyllis Wolter, on her recent trip to and from Arizona. It is difficult living so far away from an elderly family member. Knowing that there are people like you there in our absence is a comfort to me and my husband. You are to be commended for the service you provide and deeply appreciated.” – N.D., McAllister, MT

“Info booth by French Meadow: Nancy W[iggins] was extremely nice and went above the call of duty to help me find a location in St. Paul. Very helpful, courteous, friendly.” – K.M.

“Elayne [Gilhousen] and Bob [Anderson]: Red Desk TA

– both agents were very courteous and helpful. Elayne helped in a problem-solving situation by figuring out a solution swiftly and helping me implement it quickly. I really appreciated their responsiveness and knowledge, making what could have been a fiasco a pleasant experience!” – P.B., Sudbury, MA

“The info desks you have here at MSP airport are the “Greatest thing since sliced bread.” I wonder why we don’t have these in Seattle?” –Anonymous

“T-2 Humphrey: My mother has mild dementia. When I was not there to pick her up at T-2, she became upset, confused, disoriented. Mary F[oss], volunteer, consoled her, helped her to the restroom, got her water, stayed with her until I picked her up. Mary also gave me directions on my mother’s phone. She was patient, kind, professional with my mother, who was very demanding. Thank you for having such great volunteers who are willing to go above and beyond. Please give her my thanks from an appreciative son. Thank you so much. – S.L.S., Minneapolis, MN

“I had an issue with my flight. I was very upset. Betty McKenzie was so very kind. She helped direct me to a solution to my issue. She is a great asset to your organization.” – T.M., Herreid, SD

“I just wanted to thank you [Maria Sperl] so very much for coordinating assistance to meet and help my grandmother Dolores Mountain on Thursday April 7th. Your customer service and kind spirit were above and beyond and I am so thankful you were there for us. Please express my gratitude to the kind person [Dennis Yeager] who met my grandma and aunt at the gate. Again, you are appreciated. Thanks from the bottom of my heart!” – S.W., Cypress, CA

We often take for granted the very things  
that most deserve our gratitude. ~ Cynthia Ozick



## On Board With...*Denny Schulstad*

*On Board With...is a new, regular feature that spotlights a member of the Airport Foundation MSP's Board of Directors.*

Denny Schulstad hasn't been resting on his laurels since he retired. In fact, he may be busier in retirement, serving on the boards of numerous nonprofit organizations including our Airport Foundation MSP, the University of Minnesota Intercollegiate Athletics, the Air Force Academy Falcon Foundation.

A quick glance through Denny's past reveals a life of service, both in the military and in civilian life. Retiring from the Air Force Reserve as a Brigadier General in 2000, Denny also spent 22 years as an elected Minneapolis City Council member, and a political campaign consultant for candidates in state and national races.

Awards recently recognizing his commitment to service include:

- ★ United States Air Force Distinguished Public Service Award
- ★ American Red Cross, Military Hero Award
- ★ President's Gold Medal for Volunteer Service
- ★ State of Minnesota Distinguished Service Medal
- ★ WCCO Good Neighbor Award



Find out more about Denny from his responses to a few questions:

Q: What are some of your memories or influences of growing up here in the Twin Cities?

A: I grew up near the airport (Minneapolis International Airport - Wold Chamberlain Field at that time), about 6 blocks north of the old Dupont hangar, and graduated from Roosevelt High School. During that time, I remember three major crashes, including the Navy fighter jet that crashed into 4 homes when I was about 11 years old. There wasn't much airplane noise over our homes and Lake Nokomis until the prop planes gave way to jets—the early jets like the 707 were very noisy, though flight numbers were quite small compared to today. Later on, I worked to reduce airplane noise as a Minneapolis councilperson representing that area. That's when I first met (MSP Executive Director) Jeff Hamiel, who had been hired by MSP to handle noise abatement. We've been friends ever since.

Q: You and your wife Pam have been married 43 years. Do you have hobbies or interests that keep you connected?

A: My wife grew up in California, unfamiliar with snowfall until she moved to Minnesota as a stewardess. Pam flew for 35 years, especially enjoying her last work years flying the weekly Northwest Airlines run to London. Since we've retired, we share homebuilding projects and travel to Maui for a few months each year.

Q: In addition to being past president of the Airport Foundation's Board of Directors, you are a cofounder of two nonprofits that assist Minnesota military personnel. How did that happen?

A: Both nonprofits began about 6 years ago when Gene Sit and Bill Popp each went to General Jack Vessey (also a Roosevelt High School graduate) with their ideas, which he then brought to me. The Minnesotans' Military Appreciation Fund awards \$500 (and up to \$10,000 for injured vets) to all active duty Minnesota Guard or Reserve members serving since 9-11-2001. To date, we've raised over \$13 million and awarded over 10,000 grants. Meanwhile, the Minnesota Military Family Foundation has raised over 5 million to award to families with a military deployment who are in financial need.

Finally, asked about any future plans, Denny laughed and noted that his positions on eight nonprofit boards and his travel plans would keep him plenty busy for the foreseeable future.

# 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.

## *XpresSpa and Regis Salon*

The snip of scissors, whine of blow dryers, and “ahhh” of massage customers getting knots removed from muscles is back—just about.

XpresSpa and Regis Salon will open in late July at the entrance to Concourse D, right next door to our Central office. Happy news indeed for those Travelers Assistance volunteers who have been fielding questions about hair and massage service options at MSP!

The duo will offer a full range of spa treatments and salon services. XpresSpa has massage therapy, reflexology, nail treatments, waxing and more. Regis Salon provides all sorts of shampoo, haircut, blowout and styling options, as well as shaves for men. They also carry a broad assortment of products, including eye masks, massagers, soothing skin treatments, and top-notch hair care items.

Airport tenants, including Foundation volunteers, will receive a 10% discount on services and a 15% discount on products from XpresSpa and Regis Salon. Sounds like a great incentive to check them out, doesn't it? They're open seven days a week from 6 a.m.



through 10 p.m., ready to make you feel and look like a million!

## *On The Go*

### **with Go Guides**

Thinking of becoming a Go Guide? A few openings remain for the October 12 afternoon training session!

Our current Go Guides are on their feet, serving travelers in areas of the airport where we don't have TA booths.

Talk to Vicky Fodor, Travelers Assistance Manager, or Jackie Lind, Volunteer Coordinator, to ask for a job description and discuss the requirements for this fun volunteer position.



## *In Memoriam*

Connie Makousky's time as a Foundation volunteer began in the fall of 2006. As a service specialist in the Travelers Assistance (TA) program she took shifts at all of our booths, including Central. Ever ready for a new challenge, she also became one of our earliest Go Guides. Connie volunteered at many non-TA events for the Foundation, too, such as the MSP 2030 luncheon, the Employee Art Show Reception, and the Republican National Convention.

Connie passed away on May 26, 2011. ♥



# Volunteer News!

## Welcome New TA Volunteers!

We welcome 15 new volunteers to Travelers Assistance. They completed their training and received their badges between March 2 and July 7, 2011. Welcome to the Airport Foundation!

Six of these new volunteers were recruited by our current volunteers. Thank you very much! The others found out about our program from our website, an ad in the StarTribune newspaper, the Hands-On Twin Cities Volunteer Expo at the Mall of America, or by walking through the airport. When we asked them why they want to be Travelers Assistance volunteers, they gave us the following comments.

**Joyce Anderson:** "While living in Memphis for the past 20 years, I volunteered with troubled teenage girls and homeless women and their children. I look forward to getting to know the MSP Airport, fellow volunteers, and travelers as they pass through."

**Mary J. Anderson:** "I'm looking forward to being a part of the TA program at MSP. I feel it's important to make every visitor feel at home and have a pleasant experience while traveling in our airport."

**Krisztina Brooks:** "The most satisfying part of this job for me will be helping people solve problems, feel encouraged, and reach their destinations safely and (hopefully) on time."

**T. C. Brooks:** "Now that I'm retired, it's time to give back."

**Emilie Bruckmueller:** "I am looking forward to being a volunteer for the Airport Foundation. With my past travel and customer service jobs, I will be able to help travelers have a positive experience at our airport."

**Frank Gray:** "My career has been in IT operations and support, most recently with a health care clinic. I enjoy flying, playing guitar, photography, web designing, reading, and writing. I also love to go bike riding along the trails in St. Louis Park and Minneapolis."

**Ilene Grimaldi:** "Becoming a TA gives me the opportunity to give back to the community and to do my part in

promoting what the upper Midwest does best: Minnesota nice!"

**Gerrit Groen:** "After a career serving students and faculty in post-secondary education, my wife and I have volunteered and worked with religious and government organizations. Problem solving, both big and small, energizes me. We have traveled the globe, and have visited most of the states, usually by motor home."

**Jonathan Howard:** "I am interested in changing my career direction and think this will be a great introduction to the airline industry."

**Jeanne Olson:** "I'm recently retired and look forward to returning as a TA volunteer. I also volunteer at the Hennepin County Library."

**Chuck Parsons:** "I love to travel, but even by my travel agent's definition, I've had more than my share of travel mishaps. I'm hoping I can be extra sensitive to other travelers' needs."

**Judy Preble:** "I recently retired after working 29 years for an airline. I love traveling and am looking forward to helping make travel and the airport experience more enjoyable for others."

**Jan Rainey:** "I am a retired NWA flight attendant and have travelled extensively around the world. I enjoy people and helping them so I wanted an opportunity to get back into the excitement of the airport. You never know how you will be used."

**Sally Schlosser:** "I've had a lot of travel experience and been in both large and small airports around the U.S. Unlike some travelers, when I was stranded in an airport due to a flight cancellation or delay, I remained calm, which had a soothing effect on others. I love working with and being around all kinds of people."

**Vera Wenzel:** "I love flying, traveling, and experiencing other cultures. It is a privilege to volunteer with you all at MSP."





## DATES TO REMEMBER

- July - Aug. 3: McNally Smith College of Music performances
- July - Sept.: Views Across Time Exhibit, Concourse C
- Tues., July 26: Go Guide training, 12:30 p.m.
- Wed., Oct. 12: Go Guide training, 12:30 p.m.
- Sat., Nov. 12: New Volunteer Orientation, 8:30 a.m.
- Sat., Nov. 19: New Volunteer Classroom, 8:30 a.m.
- Mon., Sept. 5: Labor Day – TA Closed

### *Take a trip without leaving the airport...*

Travel to the past to view MSP International Airport via snapshots in time—through Charles A. Lindbergh Jr., Eleanor Roosevelt, and the Beatles—long before e-tickets and security checkpoints.

**Views Across Time** exhibit runs July – September in the Concourse C gallery area between Gates C7 and C11.

– Made possible with funds from the Arts and Cultural Heritage Fund, in partnership with the Minnesota Historical Society, NWA History Centre, Inc., and Airport Foundation MSP.



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