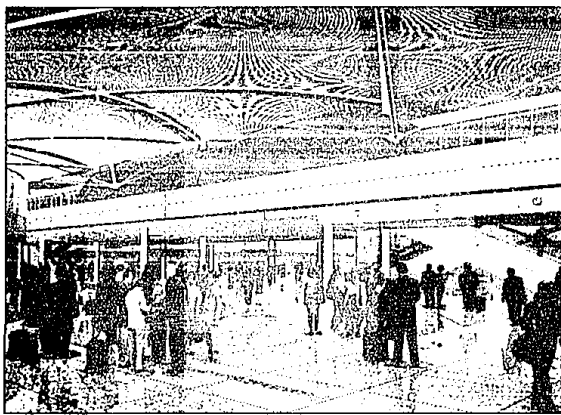


1AETRO

Service with a friendlier face

Style with a smile: That's what Metro Air- port plans for its new Midfield Terminal, seen in rendering at right. At far right, Metro CSA Linda Franz of Livonia helps passenger Charlie Sasso of Scottsdale, Ariz.



DETROIT METROPOLITAN AIRPORT

Linda Franz of Livonia is an example of the "new face" of Wayne County's Detroit Metropolitan Airport.

It's the kind of face that an airport director — and a lot of airline passengers — would love, particularly if the former is Metro boss David Katz and the latter is a Kansas family struck by a double tragedy far from home.

It's the humane, compassionate, friendly and helpful — but sometimes wisely unobtrusive — face which Katz has been emphasizing in large part through his Customer Service Agent program, begun about six months after he took over the airport two years ago.

"We're trying to put the customer No. 1," said Katz. "We need to humanize" the constantly growing airport, to make it "safe, friendly, clean and courteous."

"It has to be more than bricks and mortar," he said. "It has to be 'Please' and 'Thank you.' We want it to be friendly, customer-driven, with customer services and amenities for all." That's what Gerry Barker and her family of Fairway, Kan., found on Jan. 8, while en-

\$60 million face lift going smoothly



With some \$60 million in interim upgrades to existing terminals rolling along and a new, \$1.2-billion midfield passenger structure rising in the background, the massive program to change Wayne County's Metro Air- port from a busy and sprawling — but rather gray, utilitarian and boring —

facility into a jewel is progressing smoothly. Metro users and visitors already see numerous improvements, including increased parking, better access to major concourses and new gates, remodeled restrooms, new restaurants and smiling employees.

Please see FACE LIFT, A10

Airport promises upscale Michigan Mall

Airport shopping that rivals metropolitan Detroit's most upscale shopping malls — and with competitive "street pricing," too?

Officials of Wayne County's Detroit Metro Airport are making those promises regarding the new Midfield Terminal and its 125,000-square-foot retail/restaurant mall.

They suggested the mall, with its "wide array of unique and upscale retail shopping

outlets and restaurants" offering "a distinct Detroit flavor," could even "become a destination itself in 2001" for metro Detroiters.

How well potential mall tenants bring out that "flavor" — specified as the "America's Engine" theme — is a measure being used to screen applicants.

"We want (passengers and visitors) to know they're in Detroit, to know they're in

Wayne County and to know they're in a world-class facility," said an enthused Colleen Polur, Metro's director of concessions and quality assurance, during a media conference earlier this month about the mall.

"I want to walk through it tomorrow,"

Please see MALL, A10



STAFF PHOTO BY TOM HEATLEY

Metro Margaritaville: The new Jose Cuervo Tequileria restaurant and bar at the airport offers a taste of things to come.

Applications available for Academy Awards contest

Applications for the 27th Annual Student Academy Awards competition, presented by the Academy of Motion Picture Arts and Sciences, are now available. Entries must be submitted by April 3 in order to be considered for this year's prizes.

APRIL 3

For the program, the country is divided into three regions and students submitting films must first compete in the appropriate regional competition. Winning films from each of the three regions will then compete as national finalists. These films will be screened at the Academy's headquarters in Beverly Hills, Calif., and voted upon by the Academy membership — the same film artists and craftspeople who vote to select Oscar-winning films.

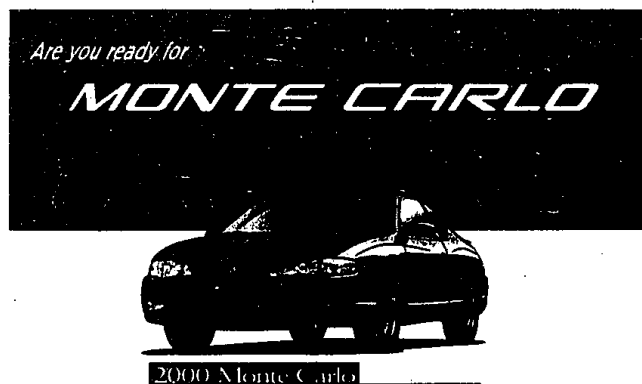
The regional coordinators are Dan Ladely at the Mary Riepma Ross Film Theater at the University of Nebraska-Lincoln and Barbara Scharres at the Film Center of the School of the Art Institute of Chicago.

Films may be entered in one of four categories: Alternative, animation, documentary or narrative. To be eligible, films of 16mm or larger must be produced within the curriculum of an accredited college or university, in a student-teacher relationship, and must have been completed after April 1999. All Region Two entries must be received at the regional center by 5 p.m. April 3.

Students ultimately selected as national winners will be flown to Los Angeles to participate in a week of industry-related activities and social events that will culminate June 11 with the awards presentation ceremony at the Academy's Samuel Goldwyn Theater. Along with their trophies, Gold Medal winners in each of the four categories receive \$2,000; Silver Medal winners take home \$1,500, and Bronze Medal recipients are awarded \$1,000. An Honorary Foreign Student Award also will be presented at the June ceremony, as will the Directors Guild of America Student Film Award.

Students interested in entering the competition may download an application from the Academy's website at <http://www.oscars.org/aa> or send their application request, along with a self-addressed, stamped business-size envelope to: Academy of Motion Picture Arts and Sciences, 8049 Wilshire Boulevard, Beverly Hills, Calif. 90211, Attn: Student Academy Awards.

Test Drive A Monte Carlo And Have A Ball.



Test drive the new 2000 Monte Carlo* and receive by mail a special edition Team Monte Carlo/NCAA® Final Four® basketball. (Retail value \$19.95) And while you're there, register for a chance to win two tickets to the 2000 NCAA Division I Men's Basketball championship game!

Hurry! Offer ends February 25.



See Your Chevrolet® Dealer Today!

*For basketball offer: Test drive the 2000 Monte Carlo between 1/31/00 and 2/25/00. Must present valid driver's license. Test drive required. Entry form to qualify for the basketball and ticket giveaway must be postmarked by 2/28/00. Offer limited to one special edition Team Monte Carlo/NCAA Final Four basketball per household, while supplies last. Only original entry form accepted. Reproductions or facsimiles are not valid. Entry form must be validated by sales representative and all information must be complete. Please allow approximately 60-90 days for receipt of premium.

†For ticket giveaway: No purchase or test drive necessary. Official entry forms and rules are available at all participating IN, MI, MN and OH Chevy dealers. For alternate means of entry, call 1-800-501-0747. Ticket giveaway open only to licensed drivers, 18 or older, who are residents of IN, MI, MN or OH. Ticket giveaway ends 2/25/00. Subject to all applicable laws and regulations. Void wherever prohibited by law.

The Monte Carlo Emblem is a trademark of the GM Corp. ©2000 GM Corp. Buckle up, America! * 1-800-950-2438 or www.chevrolet.com