

# Connect

An insight into CPH

A portrait of Stephania Potalivo, a woman with shoulder-length wavy brown hair, smiling warmly at the camera. She is wearing a dark blue top. The background is a blurred office or public space with large white letters and modern lighting.

**Stephania Potalivo**  
- on playing herself  
and having humor  
as a guideline

**CONTENT:** Peter Beier's world of chocolate | Espresso changed everything – meet the coffee-expert Ricco Sørensen | The Vilhelm Lauritzen Terminal – an architectural wonder | 60 years in CPH – Flemming is still here | New modules of E-Academy | Nille og Ulrik – E-Academy's new experts

September | 2017

## Connect

Connect is published four times yearly by Copenhagen Airport for employees and concessionaires/ tenants of stores and eateries in CPH. Connect writes about new trends in retail and travel retail and focuses on overall development of the airport. In addition, Connect also gives readers insight into everyday life in CPH: the dedicated employees, the happy travelers, and everything surprising and innovative that takes place daily in Denmark's biggest workplace.

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## Dear reader,

Even though the sun did not shine as much as we had expected, I hope you enjoyed the summer and that you have 'charged your batteries' after a busy period in CPH. Overall, the summer went really well here in the airport. There was a total of 13 days with more than 100,000 travelers, and especially 10 July was quite special: 104,609 passengers passed through our terminals, which makes this day the busiest ever in the history of CPH. Besides being busy, we have all been challenged by the many construction projects going on this summer. However, despite the difficult working conditions, we managed nonetheless to give our passengers a good sendoff thanks to you. You stuck together and made everything work. Many, many thanks!

As you may already have noticed, new and exciting things are taking place Landside these days. Ricco's coffee shop has already served their first cups of coffee, and you can read more about the coffee bar and the man behind it on these pages. During the coming period, the rest of the units will also be opening their doors, and I hope you will drop by and welcome them to CPH.

CPH will be using much of this autumn on another major construction project, namely the one in T2 Airside. An exciting construction project is ahead, and we are really looking forward to revealing who your new neighbours will be. More on this later, when the plans are finalized.

Finally, I would like to use this occasion to promote E-Academy's new activities. E-Academy has become an extremely good learning tool, for which we have received a great deal of positive feedback. So hurry on in and try the new modules, to which you can find an introduction here in the magazine.

I hope you all have a really good autumn season.

A handwritten signature in black ink that reads 'Lise Ryevad'.

Lise Ryevad

# A man on a chocolate mission

Peter Beier wants to teach Danes to eat less but better chocolate. We must learn to understand both beans and nuances of taste, and, at the same time, enjoy chocolate in a completely different space than we are accustomed to. Because chocolate no longer belongs only in front of the TV, claims the seasoned chocolatier who earlier this year launched a completely new chocolate concept.

**'Top shelf nerdiness'**. This is how Peter Beier, the man behind the chocolate brand bearing his name, describes his latest initiative, World of Chocolate: Twenty-one variations of pure chocolate from 12 different places in the world, where each variation offers unique taste nuances characteristic of the region from which the beans originate. The chocolates are shaped like small cocoa fruit and weigh merely one gram each. This size means that the chocolate melts on your tongue, giving you a full experience of the taste notes without being too much and too 'vulgar', as he calls it. The series ranges from chocolate with 28 percent cocoa to 100 percent, and on the reverse of each box – as something completely new – you can learn about the tastes of the individual variation and from which beans it is made. A so-called taste profile as it is called in the trade, and which we know today from the worlds of wine and coffee. Some variations have notes of bonfire, rum and tobacco, while others taste completely different, of lilies, caramel or ginger.

"With a 'taste profile' you can go exploring and become an expert in chocolate because you can read about what you might not taste at first. This can be done because our chocolate is good. When the chocolate is high quality and has been roasted properly, you can taste all the notes, not just sugar and cocoa, like a lot of chocolate today," explains the 50-year-old chocolatier from the factory at Ørsholt Estate near Helsingør, where Connect met him.

Below, white uniformed employees are finding the perfect balance for a champagne truffle to be sold during the Hamlet performances at Kronborg in August. Occasionally, they show up with samples for the master and ask for his feedback. Peter Beier has been working with chocolate since his early twenties. First in Magasin's chocolate department, of which he quickly became the boss, and then as self-employed, as we know him today, with his own chocolate factory and organic cocoa plantation in the Dominican Republic. Almost all of Peter Beier's life is about chocolate, and when you,

like him, have such a deep love of the brown mass, you are automatically faced with a mission. A mission that will make Danes understand how great the difference is between good and bad chocolate.

"The motto of World of Chocolate is 'less is more'. Perhaps not the smartest one for a businessman, but I see my task as being to get people to become discerning and more knowledgeable about cocoa beans and degrees of roasting when they are in their supermarket next time. Because there is a vast difference, as World of Chocolate also demonstrates. If I could be allowed to sit down with everyone and get them to taste their way through this concept, I would be a happy man."

#### **A confrontation with chocolate bars**

The idea of reducing the entire world to two meters on a shelf occurred five years ago when Peter Beier opened his store in the airport. He built a chocolate fountain in the store, around which he placed cocoa beans from various plantations around the world.

"The whole world has tastes to offer, and I wanted to reduce the whole world to a huge experience. We have cocoa beans from Tanzania, Papua New Guinea and Java to name only a few, and they all taste quite different," he explains.

In addition to being about taste, World of Chocolate has also been about finding a replacement for bars of chocolate, of which Peter Beier is definitely not a fan.

"When you open a bar of chocolate, you eat the whole thing. In other words, you open something that you know you will eat too much of and too quickly. A box of dessert chocolates is different: you can easily take one or two pieces and then put it away; but when you break off a bar of chocolate, the whole thing is meant to be eaten. And this is what I want to put an end to."

The new packaging, with an outer and inner wrapping, also means that our understanding of where chocolate belongs ought to be reconsidered, he says.

"For the first time, you can take it with you. You can keep it in your glove

compartment, by the gearshift, or in your handbag without worrying about what the inside of it will look like when you open it next time. In this way, chocolate has found a new universe in which to be enjoyed and is no longer restricted to cozy evenings at home in front of the television," he explains.

#### **Passion is the driving force**

Introducing 21 different variations based on beans from around the globe does not come easy, as he puts it. It has taken five years for Peter Beier to reach this far, and most of the time was spent in finding the right growers.

"Finding the right plantations is a huge task because we have to be certain that there are good working conditions and no child labour. In addition, of course the taste has to be one hundred percent right. For instance, take this one from Papua New Guinea," he says and fishes up a rust-red box containing 73 percent cocoa.

"The fantastic thing about this one is that it is dried and roasted on steel plates with a fire underneath and a roof above. That is how it is done on Papua New Guinea as opposed to many other places where the cocoa is roasted on banana leaves. This means that it tastes a lot like fire and smoke, and this taste becomes more and more intense the longer you keep it on your tongue."

Each variation has its own life, he explains, and if someone asked him to choose which of them he liked best, it would be too difficult.

"It would be like asking me which of my children I like best," he laughs, before continuing in a more serious tone:

"But in general, World of Chocolate far exceeds what I had dreamt of. I did not think I would be able to gather the world in two meters, and I had no idea that I would be able to include so many nuances of taste. It is all about passion. Otherwise, I wouldn't have come so far; it would have been too much work. Passion is the driver."



### What is the greatest prejudice about chocolate?

»That it is fattening. You don't get fat by eating chocolate; that is a misconception. Of course, it is your own fault if you eat bad chocolate full of palm kernel oil, but if you eat good chocolate, it won't make you fat. Look at me – I eat a quarter kilo a day and I'm not fat.«

Peter Beier



### About World of Chocolate

World of Chocolate costs 49 DKK per box, and afterwards you can reuse the packaging and get a refill for 35 DKK next time. Remember to let the chocolate melt on your tongue for twenty seconds before you chew it. This is the way to achieve the best taste experience.



1. At this summer's Hamlet performances at Kronborg in Elsinore, Cyron Melville and Nathalie Madueño, who played the leading roles, had each created a piece of chocolate that Peter Beier and two of his staff are perfecting.

2. At the factory in Ørsholt near Helsingør, Peter Beier has planted a small rainforest. With a humidity of nearly 100 and a temperature of over 30 degrees, you get a feeling of how a real cocoa plantation feels.

3. World of Chocolate is sold in fine, colorful boxes that are perfectly suited to put in a handbag or the inner pocket of a man's jacket. On the back of each box, there is a so-called 'taste profile', so you can learn a lot about taste notes, types of beans, and origins.

# Stephania Potalivo

is most satisfied when she is laughing

Humor is crucially important for Stephania Potalivo, who for the past two years has made campaign films for CPH. For exactly this reason, her collaboration with the airport made a tremendous amount of sense because here she can be herself, says the 30-year-old actress, who today can add TV-host to her CV.



She has shown you how to find the right perfume, how you can get more time in CPH by ordering your purchases at home, and, most recently, you have seen her compete against blogger and DJ Emilie Lilja in 'who knows travelers best' in the campaign video 'The Airport Battle Is On'. In other words, Stephania Potalivo has cemented herself as one of the most used characters among CPH's so-called influencers. A term she herself does not find appropriate.

"I have trouble in general with that word. I am an actress and see my role for CPH in that light. I have no strategy regarding what I post on the social media, for instance; it's more like what just occurs to me," says the 30-year-old actress, whom you may know from the popular TV series SJIT Happens and Mercur.

She also has the same impulsive approach to the videos she has made in collaboration with CPH.

"I am given an outline of the idea and direction, of course, but I turn this into my own words. I have had incredible freedom to shape the content, which is very cool for an actress – especially in an advertising context like this where I am me and not a character," she explains and points to The Airport Battle Is On as an example.

"In 'the battle' with Emilie, I was, of course, put into some fictive situations in which certain things were turned up or turned down. However, the Stephania you see in the video is me, and that is really cool. Therefore, it is crucially important that it is as authentic as possible, because I am not playing a role."

#### **Humor is an important element**

When you watch the videos, it is obvious that humor means a lot to Potalivo. Laughing at herself and not taking things too seriously has become a characteristic for the young actress, who does not hesitate to put herself on display or challenge the seriousness in a situation with a little joke.

"I don't believe anyone will think 'she's not like that in real life'. Obviously, I don't wake up with a huge smile on my face every day, but I love self-irony and a bit of silliness, and this is a big part of the private me. The best feeling in the world comes with laughter, and it helps make life a bit easier," she says.

It has always been this way for the former child star. She comes from a 'free' home, where good-natured teasing was part of daily life.

"I didn't grow up having to be well-behaved and nice, on the contrary. In my family, we have always teased each other and ourselves... as long as it was meant lovingly, of course.

Moreover, this approach to life has influenced the way she lives her life today: where humor and love are the most important ingredients – both privately and professionally.

"I guess I have just always looked for projects, friends, and boyfriends that were the most fun. To be around people with whom I can roar with laughter is still one of the most important things for me today."

#### **Courage to choose acting**

Stephanie Potalivo grew up in Charlottenlund, north of Copenhagen, the youngest of three siblings. Throughout her primary and secondary school years and with her girlfriends, humor and role-playing were an important part of her daily life. Silly characters were invented, scenes were filmed, and entertainment took shape. Professionally, she made her debut at the age of nine in Jørn Faurschou's film 'Farligt venskab' from 1995, with Ulf Pilgaard, Helle Fagralid and Asger Reher. In the following years, she became a nationally acclaimed child star, acting in several productions, including the children's TV series 'Far, mor og blyp' starring Peter Frødin and Hella Joof, and the two film hits 'Albert' and 'Mirakel' from the end of the 1990's. However, it was not in the cards that acting was to become her profession,



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Stephanie Potalivo

### 3 short questions to Stephania about the airport

#### Why did you agree to collaborate with the airport?

“Primarily because I think it is cool to be in something for Copenhagen Airport. Personally, I think it is totally cool compared to other places in the world, and it was just an exciting group to work with.

#### Were you surprised by anything in connection with working in the airport?

“In the beginning, it was a bother having someone go with me everywhere. You can’t even go to the loo without someone waiting for you to come out. That took some getting used to.”

#### What is it like to film in the airport?

“The energy in CPH is fantastic. It’s not a place you normally visit every day, which makes it a completely special place, far away from daily life. Also, I think it’s great seeing all types of people out there: business travelers, the newly-in-loves, families. It creates a fantastic dynamic. One of the things I like best about traveling is sitting at a sidewalk café and watching people. It’s a bit like that in an airport.





she explains. In fact, it was only after she had dropped out of high school and her mother persuaded her to attend Filmhøjskolen in Ebeltoft that her dream of being on the stage was confirmed.

“It took courage to admit to myself that this was what I wanted, but it was also a release because I wasn’t particularly good at going to school. And even though I do a lot of other things like making advertising videos for CPH or working as a TV host, acting is somehow always there in my professional DNA.”

#### Host role on TV

When Connect spoke with the young actress, she was not involved in filming a movie or a TV-series. Instead, she was concentrating on practicing her interviewing technique, as she had just been announced as the TV-programme Voice Junior’s new backstage host. A role she said yes to without a moment’s hesitation, she points out.

“It is a program I have seen and think is very good, even though it isn’t intended for my age group. In addition, it is, of course, a challenge because it is significantly different from what I usually do. However, I was easily able to see myself in the role, which is essential if I accept a job.”

Even though working with children makes a lot of sense, she ensures us that she does not intend to be a fulltime TV host.

“I like both things, but acting will always be my profession. However, it’s going to be great fun trying something else and having a role where I am myself. As a TV host, I have a different kind of responsibility than I do when acting and I believe that a change is healthy, occasionally. As long as a role suits me and makes sense, I think it is immensely instructive to try something new.”

**1.** The fact that it was precisely TAX FREE that the ‘Sjit Happens’ star was an exponent for was obvious, the actress thinks. Because TAX FREE is a major part of where she uses her time when she travels.

“Even if I don’t really need anything, I always have to go in and browse. And not only for makeup. There are super many delicious snacks and beverages. Actually, it is a total dream world for me.

**2.** Personally, Stephania Potalivo spends a lot of time in the airport. She loves to travel because it allows her to relax in a completely different way than at home.

“It is fantastically important for me to get out and experience the world, and there is no doubt that I will continue to make this a priority and budget for it. I get a tremendous love of life by traveling and experiencing new places or returning to places I love. Being on holiday is special: you are good at pampering yourself, and just drinking a cup of coffee is cozier on a trip than it is on an ordinary day at breakfast.”

## Stephania Potalivo’s best travel tip

“Ischia in Italy is a fantastic island. It’s very near Capri, which is more glamorous, but there are mostly just Italian tourists on Ischia.

We’re talking here about fantastic food, an impressive volcano, an authentic Italian holiday feeling ... and it isn’t very expensive. I am absolutely going to visit it again.”



### About Stephania Potalivo

30-years-old; studied at the Danish Academy of Film Acting (Det Danske Filmskuespiller Academi) 2009 - 2010. She made her debut at the age of nine in Jørn Faurschou’s film Farligt Venskab in 1995, and has since acted in a number of Danish films. She is perhaps best known for her role as Ane in the TV series Sjit Happens, for which she was nominated in 2015 for a Robert Award. In the same year, she reached the finals in Vild Med Dans with her partner Morten Kjeldgaard; and most recently, she was in the TV series Mercur, in which she played the role of Gitte Skovgaard. Currently, she is the host in the song program Voice Junior.

The nerd  
who  
taught  
Danes  
to drink  
(good)  
coffee

# Can you be moved by a cup of well-brewed espresso? The answer is yes if your name is Ricco Sørensen, who opened his 14th coffee bar in CPH in mid-August. Connect met the 45-year-old coffee aficionado, who was a coffee nerd long before it was cool.

Back to the roots. This is how Ricco Sørensen, owner of the coffee chain Ricco's, describes his decision to open a coffee bar in the airport.

"It's a bit like 'make it or break it', which was how I felt back when I opened my first coffee bar on Istedgade. I more or less live out here, and I know that I won't be home much for the next three months. Because this project cannot not succeed, and I like the pressure. Failure is not an option, and that is super cool," says the veteran coffee nerd from one of the long tables in the new café on opening day in mid-August.

The team behind Ricco's has toiled all night to be ready for brewing the first cup of coffee for the busy morning guests; and even though it looked difficult at one point, the coffee bar was ready at 6:00 sharp.

"There is a good spirit here, and we help each other; even though I'm the manager, I don't hesitate to pitch in with the practical things. I was the one on the floor in the corner screwing in an electrical socket at five o'clock this morning, and three hours later, I was serving the first espressos. We have a very flat structure, which is how I like it."

## In pursuit of good coffee

His interest in coffee originated on a high-school study trip to Rome at the end of the 80's, when he tasted his first espresso.

"I cried, literally. It was such a fantastic experience; I had never tasted anything like it. So, many cups of coffee later, when I returned home I began to investigate where you could get just as good coffee here in Denmark."

However, you couldn't, he concluded, so instead he convinced his mother to withdraw all of his savings so he could invest nearly three thousand kroner to import an espresso coffee machine from Italy. The next problem arose when he realized that, with the selection of coffee available in the Danish stores, he couldn't brew the cup of coffee he had dreamt of. He found a roaster in Vejle who was willing to sell him some green beans that he began roasting himself. First, he used his mother's gas stove in the kitchen, but after she threw him out, he





### Does his own roasting on his farm

Ricco Sørensen lives on a farm in Sweden with his wife and two children. Here, he has turned one of the wings into a roasting house. He built his own coffee roaster and does all his own roasting with help from his family. In one day, he normally roasts around 700 kg, but his record is one ton.

### Different roasting

Contrary to many other coffee producers, Ricco Sørensen roasts his coffee beans significantly longer at a lower temperature. Normally, beans are roasted for fifteen minutes, while Ricco's roasting time is around an hour.

"If you compare this to roasting food, you can, for instance, easily roast a roast beef at 300 degrees for 20 minutes and get a roast that is, technically, finished. It just won't taste very good. If you turn it down to 120 degrees and give it three hours, you get a completely different result. Patience and time are essential – this holds true for coffee, too, because in this way you develop the coffee taste and you can get much more out of the nuances."

### World-class machines

'None better – none as good'. This is how Ricco Sørensen describes his espresso machines in CPH, which have won many awards all over the world.

"Slayer Steam, as it is called, is without a doubt the very best on the market. In fact, these machines are the first in all of Northern Europe, so we have a kind of world news item here. It was literally flown in and set up here. You are in full control of all parameters; it's really fantastic! I could talk about it forever, but then I probably wouldn't get to see my family today," laughs the 45-year-old coffee nerd.



experimented with roasting beans over a fire in the garden. A hobby was born, but it was not something he talked to others about.

"Thirty years ago, coffee-nerdiness was just not cool at all, so it wasn't something I displayed. Today you're almost a rock star if you are a barista, but back then it was just geeky," he remembers.

#### Ahead of his time

It took many years before the hobby became a business. A number of abandoned studies and "stupid jobs", as he calls them, had paved the way for a kind of 30-year-old crisis, which resulted in the opening of his first coffee shop on Istedgade in 2001. An idea that was, for a long time, extremely difficult to find support for, he says.

"When I presented my business idea to people, they thought I was crazy. Imagine wanting to sell coffee and not beer! At that time, to-go cups did not exist either. They simply did not exist in Denmark, apart from big plastic mugs for refilling you could buy at a gas station. However, I had just got home from a trip to New York and LA, and every third person you saw there walked around with a cup of coffee in their hand on the street, and I was sure we could get the Danes to do this, too. "

#### New partner on board

His foresight proved very accurate. Nevertheless, owning a chain of coffee bars was not in the cards when he opened the first Ricco's. Actually, it was never his plan that the business would look like it does today; it just happened along the way, he explains. "To a certain extent, the process has been a bit topsy-turvy. I never wanted to create a chain, because I have always wanted to have fun along the way and be part of the neighbourhood. So the new openings have always sprung from the fact that I had money in the bank and, at the same time, I

thought it might be fun," he says, emphasizing the coffee bar on Anholt as a good example.

"It's the world's smallest hippy hang-out, open when weather permits, and where people sit and enjoy themselves at the harbor. I don't see having this and having a business here in CPH, which represents something totally different, as opposites," he states.

#### Two to make decisions

Over the years, he has been alone in the manager's chair, but at the beginning of 2017, he sold half his business to his good friend and financier, Christian Dyvig. He had begun to miss having someone to share the ups and downs with.

"I brought Christian in because I was losing strength. I was alone for a long time, and when things go well, that's good; but the downturns – of which there have been several, of course – are hard. I haven't really had anyone to discuss things with, but I do now. We are very different and have healthy arguments, but we share the same core values; and with him in the business, we can implement some of the things I would like to do, for instance, opening here."

He emphasizes that this is not because he wants to work less, on the contrary you might say.

It is more about the fact that, since the beginning, he has followed his heart rather than his head.

"This is probably a very good expression of who I am. I have had an enormous amount of fun, and still have, fortunately, due, among other things, to the fact that I now have someone to share (especially the downturns) with. Moreover, if one day this work no longer makes me happy, well, quite honestly, then I would rather clean trains at night. The most important thing for me is that it is fun to go to work."

**»Thirty years ago, coffee-nerdiness was just not cool at all, so it wasn't something I displayed. Today you're almost a rock star if you are a barista, but back then it was just geeky«**

Ricco Sørensen

# A modernistic masterpiece.

**Architecture.** Functionalism, as this style is called, flowered in the wake of WW1 and united the modern style of life and technology with the classicist tradition, which most of the architects at that time had grown up with. Thus, it was no longer enough that buildings were attractive; they also had to be useful. If you take a careful look at the VL-Terminal today, you will quickly discover why then-minister Svend Auken legislated to preserve the building at the end of the 1990's.

Because it is beautiful, with its two fantastic staircases, the marble in the entrance and the impressive ceiling. However, the ceiling's 12,500 Masonite plates that twist and turn throughout the old arrival- and departure hall have a deeper function. They provide good acoustics in the huge space. Behind every door handle there is a steel plate that prevents women's rings from scratching the doors, while the radiators are concealed over the glass doors facing the runways. No matter where you look, you

cannot see electric outlets or cables, which are all concealed in pillars and walls, thus ensuring the very clean look of the building. The pattern on the door frames is seen everywhere throughout the entire building, and the carefully thought out choice of colors subtly indicates where passengers and personnel belong respectively; these are only some of the details that make the Vilhelm Lauritzen Terminal one of European modernism's most striking manifestations.

**History.** In 1936, the state arranged a competition to design a new main building for Copenhagen Airport. The prize was five thousand kroner, and Vilhelm Lauritzen won, while his colleague Arne Jacobsen came second. In 1939, three years and a million kroner later, the terminal was ready to use. Since then the building functioned as the main terminal until 1960, when a new and bigger terminal was opened – what we today know as T2.



Each spring when CPH invites people to the Retail Academy party in the Vilhelm Lauritzen Terminal, it is not just any building in which these festive evenings are held. With his scrupulous attention to detail, beautiful selection of materials, and carefully thought out solutions, architect Vilhelm Lauritzen made the old main terminal an historic icon as the oldest intact functionalistic building in the North.





**The move.** In the 1990's, Copenhagen Airport underwent a significant expansion, with new terminal facilities, a train station and a hotel. Lauritzen's old terminal was in the way and therefore was slated for demolition, as it could not be integrated into the new plans. However, after CPH had received approval for the expansion plans, then Energy and Environment Minister Svend Auken decided that the building was so unique that it had to be preserved. It was then decided to move the building. With 744 computer-operated wheels mounted on 49 connected trailers, the VL Terminal was driven 3.8 kilometers over the roadbed on the night between 18 and 19 September, 1999 to its present location in Maglebylille. This short distance took nearly four hours to cover, after which a yearlong re-construction project commenced.

**The terminal today.** Today, the VL Terminal functions primarily as Queen Margrethe's VIP terminal when she receives visits by foreign heads of state. In addition, it is also here that the airport's security employees are trained and parties like Retail Academy's Diploma ceremony are held.

# 60 YEARS OF CPH HISTORY ARE STORED IN FLEMMING'S MENTAL HARD DRIVE



1. Externally, the building is covered with eternit (fibre-cement) plates with curved corners. However, they are not the original plates, as these contained asbestos and had to be replaced. In addition, the main entrance was covered in a rare Greenlandic marble from a quarry that was closed in the 1950's. Fortunately, blocks from this same quarry were located when the building was to be reconstructed at its new address; so it stands now with the original pattern.

2. Hammer's Restaurant was famous for its shrimp dishes. There were rumours that the inhabitants of Dragør, especially, were tired of its popularity because Hammer bought all the shrimp at the harbor every morning. It was in this restaurant that the first airplane food for passengers was created by Hammer in its new adjoining kitchen. Today the restaurant has been recreated with copies of the original design, and is used for receptions and other celebrations.

Flemming Johannes Jørgensen has been employed at the airport since H.C. Hansen was prime minister in Denmark and the Cold War was at its peak. Meet the 85-year-old radio technician who, at the age of 80, was headhunted to show, among other things, curious visitors around in the VL Terminal.





Telegraph equipment, uniforms, and lampshades. There is no end to what the now 85-year-old pensioned radio technician has collected over the years from the airport's offices and terminals, where he has been employed since 1956. If you have met him, you will know that it is not only things he collects, but also hundreds of stories and anecdotes from his days in CPH. Stories about everything from ghosts to royalty which he experienced during his 60-year long career in and around Copenhagen Airport. And even though he was officially pensioned last year, he has not completely let go of CPH. Today, he guides curious visitors around in the historic Vilhelm Lauritzen Terminal, whose interior he helped to re-create.

"I honestly didn't know why I saved all these things for so many years. I just couldn't bear to throw them out, and some colleagues were occasionally irritated at how much space I took up in the depots," he laughs.

However, today many of these collected items have come into their own, for instance in the restored air traffic control tower, which today looks exactly like it did when the building was first used in 1939.

#### A pact with Anker

Even though 60 years at the same workplace may seem like a long time for many, it didn't feel that way for Flemming Johannes Jørgensen. There were always new things taking place, he says.

"It was like getting a new job all the time. The airport developed incredibly during the time I was employed; new runways, baggage sorting, control towers. It has been an exciting journey to share, and new things were always going on in the firm."

Moreover, even though he has eaten lunch with the queen, met Clinton, and contributed to making the Vilhelm Lauritzen Terminal a part of Danish history, it is something else he emphasizes today, when telling us about which experience has meant most to him.

"In the old days, the airport wasn't allowed to use apprentices in its workshops. I thought that this was very unreasonable. There were so many young people who couldn't find apprenticeships, and we had these huge workshops, where we repaired everything from radio equipment to fire engines and snow ploughs. Therefore, I talked to my manager, who told me it was a fine idea but that I would never get it implemented. I am certain, though, that my manager aired the idea elsewhere because not long afterward Anker Jørgensen, who was prime minister at the time, changed the rules. So I brag now that it was Anker and me who introduced apprentices in the airport; if you keep saying something out loud, it can easily become true at last," he smiles.

»I honestly didn't know why I saved all these things for so many years. I just couldn't bear to throw them out, and some colleagues were occasionally irritated at how much space I took up in the depots.«

Flemming Johannes Jørgensen

**1.** Everything has been recreated, down to the smallest detail in the old air traffic control tower, where even the telegraphs behind the glass windows still work.

**2.** With a view over the runways, the air traffic controllers controlled all departures and arrivals.

The dress code for work was shirt and dark suit; if you came to work wearing anything else, you were asked to cycle home and change clothes.

**3.** Flemming Johannes Jørgensen in his favorite place in the Vilhelm Lauritzen Terminal. Here, there is a view of all the building's beautiful details, such as the two staircases, the ceiling, and the entrance.

## Visit the VL-Terminal

Flemming Johannes Jørgensen guides groups around in the VL-Building once or twice a week. If you would like to hear more of the experienced airport veteran's stories, see the aesthetic air traffic control tower or feel the atmosphere in the old terminal, you can contact [airporttours@cph.dk](mailto:airporttours@cph.dk) to arrange a visit. The tour takes 90 minutes and costs 1.500 DKK



# Experts guide you through new modules of E-Academy



## Re-earn your stars

You still have to re-earn your stars before you have access to version 3. Unlike last time, you earn a complete star when you have been through the theoretical section, which is a mixture of Conflict Management, Chinese Visitors, and CASC Employer Appearance.

Two leading experts, three new themes and lots of useful knowledge from passengers. E-Academy's version three has just been launched, focusing this time on stressing situations, personal service and feedback.

When you open the new modules of E-Academy, instead of meeting the former hosts, you will be met by two experts in learning, attitude shaping, and motivation. This is something that users of the tool themselves have wanted and which makes absolute good sense, says Anni Thøgersen, Business Development Driver in CPH. The two experts are Nille Skalts from the consultant bureau Generøs, which, for several years, has been responsible for manager training in CPH Retail Academy; and Ulrik Lyngø, who is a specialist in actively developing human resources in a workplace.

"They live and breathe for this field and therefore do not merely introduce a manuscript. Also, we know them out here and they are familiar with the challenges facing the restaurants and stores," she says, and points out that this will hopefully make the modules even more motivating and relevant.

We listen a great deal to what employees in The Shopping Center tell us, both regarding the structure and the themes, for which we have focus groups to make the content of E-Academy even sharper, and where we also ask them in what areas they would like to become better."

Therefore, this time we are employing more new instruments than you have been accustomed to. There are more open response options; you can hear what the experts would have done in the same situation; and you can see your colleagues' responses.

"All of this means that users are much more involved and an active part of the training. At the same time, we have also incorporated more vox pops with travelers so we get their opinions included with the experience. In the final analysis, they are what it is all about, so they are quite important to listen to."

### Three new modules

Overall, three new activities have been added. The first part connects to the category 'Attitude and Communication' and begins with what you can do yourself before you go to work in order to diminish stress and ensure a more enjoyable working day.

"It is extremely busy out here, so it is no use arriving at work unprepared. Perhaps it is obvious that you get a better start if you are well rested and have eaten breakfast, but it is also about what you hand over to your colleague and how you can prepare yourself mentally for

the day ahead. Is it one of the busy travel days with many, many passengers, or is it likely to be a quieter day so you can accomplish other things in the store?"

The second activity belongs to 'Sales Techniques' and teaches you how to more quickly spot the type of customer facing you.

"Is the person sour, busy, stressed, talkative or taciturn? All customers must be given personal service, and depending on whom you are facing, you receive certain tools concerning the type of service you need to provide in the situation," explains Anni Thøgersen.

The third and final module is in the category 'Appearance and Welcome' and is about the art of giving and receiving feedback. A task that seems at first glance simple, but which in reality can be very challenging, she points out.

Giving and getting feedback is actually very difficult because you automatically become defensive and perceive it as criticism. In this activity, we work with methods to create a secure space in which to share experiences. Feedback is the gateway to learning, so if you cannot receive criticism you cannot really learn anything. "

# Meet E-Academy's new experts



## **NILLE SKALTS, owner of the consultancy Generøs**

### **What are the most important challenges when you work in an airport?**

"Having to provide the best service in the world, differentiating yourself in the competition, and providing unique experiences for guests by excelling in the attentive host role – every single day. In addition, you are also working in a constantly changing reality. The airport is growing, with major increases in passenger growth and new stores, which from the human point of view is a living and vibrant thing, but which also creates challenges for stability. New employees have a daily need to become connected, while managers must daily give their employees the best possible conditions for delivering and being a success."

### **What can E-Academy be used for in this context?**

"It provides a common language, and, at the same time, puts the host concept on the agenda for all units in The Shopping Center. It is available again and again, and you can always start from the beginning and learn something new. In a busy environment like CPH, it is an advantage that it is planned like 'espresso-learning' – short and strong – which means that a subject can be dealt with in under an hour. On the other hand, it requires patience to change habits and ensure that what we learn becomes new behavior."

### **In the newest modules, you teach feedback. Why is this so important?**

"Feedback culture is a cornerstone in continuous learning and development. If you want to understand to what extent your daily work has an effect, you need to ask for feedback. Unfortunately, many people perceive feedback as someone 'attacking' them. Therefore, one of the most important things here is that feedback is something you yourself ask for. For me, learning does not occur because you have read something. Real learning takes place when what you have read becomes integrated in new behavior. Therefore, it is essential to practice receiving feedback and making it an important part of daily life."

## **ULRIK LYNGE, independent peptalker, inspirator, and personnel trainer**

### **Who is responsible for a good working day?**

"The flippant answer, of course, would be that YOUR workday is YOUR responsibility. There are people who share the responsibility, of course, but placing the entire responsibility on the shoulders of your manager is wrong. Fortunately, as individuals we have a unique opportunity to create a good working day. However, it doesn't come of itself. We must train to achieve it."

### **How does one train to achieve a better workday?**

"Among other things, you can follow what I call 'the four F's'. The first F stands for 'fresh'. You must see to it that you are fresh when you arrive at work because the busy situations that often occur in the airport demand a little more. The next F stands for 'forberedt' (prepared). We know that it is immensely important, for instance, if you are aware of what time of day the number of passengers peaks. The third F stands for 'forventningsafstemt' (aligned expectations). You must be in dialogue with your colleagues, and you need to work together to keep one step ahead of situations that can arise. The final F is about being able to 'forklare sig' (explain yourself), i.e. verbalizing why you have done things in a certain way – both internally and externally to the guests."

### **Can everyone achieve a good workday?**

"Yes. It just requires training. Perhaps not everyone can manage it – yet. The latter word is a little but important one. If you do not look after yourself and train your own balance and robustness, there is a great risk of coming to loathe your work instead of enjoying it. We enjoy using a lot of energy preparing for and researching a coming holiday, but it is daily life that fills most of our lives, and this is something we are not so interested in."



## THE BACK PAGE

CPH is a unique workplace – mostly because of the many committed people who work there daily and give travelers an extraordinary experience. In each number of Connect, we will be zooming in on one of them, asking him/her to complete ten sentences.

### Lasse Berg

Retail Manager at Capi

**If you have not yet discovered it, you will soon find out that I ...** am to be a father for the second time. This time to a little daughter at the end of September.

**Therefore, you can look forward to...** seeing me in the airport with baby vomit on my shirt.

**I will never learn to...** understand why my wife is so good at making clear all the things I apparently never learn.

**People always think that I ...** am a very refined type, who does all the right things.

**But I would like to say that ...** under the facade there is a rather dominating bad boy.

**When I am off work, you can find me ...** on the trampoline with my son, on my racing bike or at the golf course. I am only any good at the first thing, but it's the most important.

**Not many people know this, but ...** I have always envied craftsmen. Therefore, I love making things with my hands, where you can see a physical result instead of sales figures and KPI's. Most recently, this has resulted in a rather extensive house renovation.

**I have only just recently discovered ...** that stubbornness can be a positive quality. This summer I completed the cycle race La Marmotte, and it was entirely thanks to stubbornness that I reached the top of Alpe d'Huez.

**The best thing about CPH is ...** when I travel myself. One of my main reservations about taking this job was about whether it would be too depressing to see all the people we send off without being able to travel myself. Luckily, it didn't last long.

**The best thing about working at the airport is ...** the atmosphere!