



Airport Ambassadors By: Captain Charles DeCosta

Randy Wiggins & Judy Bowen



The Airport will soon begin an in-house program that will enhance our focus on customer service. Two employees (Randy Wiggins and Judy Bowen) will be designated as Airport Ambassadors and both should begin their duties within the next two weeks. The "need to know" information is being compiled and will be provided to them to ensure they are able to answer questions put to them. The duties will cover a broad range but primarily the focus will be to provide assistance to the traveling public.

I believe strongly in this program and feel it will prove to be an invaluable asset to the airport. Both ambassadors will be provided with a handheld radio and available for job related calls. Some of their duties, but not all, include the following:

- Provide directions (within the airport or the Gulf Coast region).
- Assist as needed with luggage. * This does not mean they will interfere with the Sky Cap duties. If an ambassador notices someone struggling with luggage coming to or going from the terminal, they will offer to assist.
- Work with the traveler and the involved airline in the event of a problem.
- Provide information related to liquids, jells, parking fees, rental locations, baggage pick up location, rental locations, etc.
- Make a difference! They will basically be monitoring passengers and approaching them to assist as needed.

They will be wearing a blue blazer and grey slacks with a name plate plus an "Ask Me!" button. There are so many things the typical traveler does not know and we take for granted, since we are here day in and day out. I truly believe they will make a difference. I know I would certainly appreciate such a service going through unfamiliar airports. Signs can be confusing and directions misleading. Many people are not frequent flyers and we want to make their experience with us a favorable one.

