

# **ACI-NA/AAAE Airport Board & Commissioners Conference May 2018**





# Port of Huntsville

## Core Values

Integrity  
Safety  
Teamwork  
Accountability  
Customer  
Service





# Port of Huntsville Customer Service Program Goal

*The goal is to provide customer service beyond expectations with courtesy, willingness, efficiency, and professionalism.*





# **Areas of Focus**

**Employees**

**Tenants**

**Airline Standards**

**(Baggage, Ticket Counters, Skycaps)**





# Port of Huntsville Customer Service Program



- Port of Huntsville provides a customer service training program that is open to all employees, tenants and service providers of the Port of Huntsville.
- To remain eligible for customer service awards training has to be completed once ever three years.



# **Port of Huntsville Customer Service Awards Program**

***GREAT  
JOB!***

***This program is meant to recognize the efforts of Airport Authority employees and Airport tenant employees who provide service that goes above and beyond that of their job description.***





# THE QUARTERLY PRIZE PROGRAM

## Nominations

- **Anyone can nominate any employee at the Port of Huntsville. Letters from customers are an automatic nomination.**
- **Every nomination must indicate a specific event, act or incident, not just reflect a “good job”.**
- **Each nomination is valid for six months (or two chances for a quarterly award)**

*Nominations are encouraged throughout the year...*





# THE QUARTERLY PRIZE PROGRAM

## Selection

- The Employee Relations Committee (one person per department) meets once per quarter to choose one nomination per department as the best reflection of Outstanding Customer Service.
- The selected nominations for Airport Authority employees and all nominations for tenant employees are sent to the Executive Staff for final selection.
- The employee and tenant quarterly winner are recognized at a Board Meeting and awarding a cash prize.

*Quarterly prizes are given out in order to  
keep the momentum going...*





# THE GRAND PRIZE PROGRAM

## Nominations

- All nominations are eligible for the grand prize..
- Each nomination is equal to one entry into the grand prize drawing.

## Selection

- Quarterly awards are chosen by merit. The Grand Prize is drawn randomly from all nominations over the fiscal year.
- The Grand Prize is drawn at a customer service Awards luncheon/breakfast. All employees at the Port of Huntsville are invited to the event. Each nominee is recognized individually with a Certificate of Excellence and given an entry into the drawing.
- Any individual who sent in four nominations and had all four certified receives an entry into the drawing.. Nominators can receive multiple entries based on number of certified nominations submitted..
- Nominees must attend the Awards Breakfast to be eligible for the Grand Prize.
- Nominees must have attended a Customer Service training seminar once in the three years prior to their nomination. Seminars are free, on site, and offered twice per year..

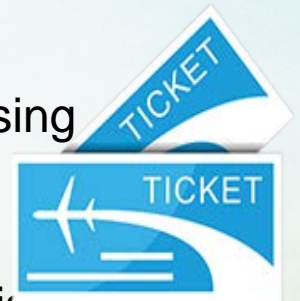




# THE GRAND PRIZE PROGRAM

## The Grand Prize

- Trip for two anywhere in the world when you #FlyHSV up to a specified amount.
- Up to five nights hotel accommodations at a hotel of the airport's choosing
- Up to a specified amount of spending money
- One grand prize is awarded to an Airport Authority Employee and one is awarded to a Tenant employee.
- The nominator receives a cash prize at the time the winner is announced.





# Examples of Customer Service Nominations

A Public Safety Officer came across a couple in the concourse who looked confused. They had missed their flight and they did not speak any English, only Spanish. The Officer used a translation app on his phone to communicate with them and then helped them communicate with the airline staff to get them rebooked on another flight. The Officer helped this couple avoid a larger delay by taking action and taking the time to help them communicate and ultimately continue their journey despite the confusion.



A rental car employee was working a shift where there were many flight cancellations and delays. Late in the afternoon, a young family needed to find a way to get to ATL for their connecting flight, but no cars were available. It appeared the crew in the garage had already left for the day when they did not answer the phone. The employee went to the garage and found the workers as they were leaving. They were able to get a car cleaned and available for the family. After the family left, the father reappeared and was frantic because he had lost his iPad. The employee hurried back to the garage and after some time, found the gentleman's iPad. Needless to say, the family was very pleased.





# Nomination Examples (continued)

A foreign exchange student from Bogota, Columbia had just landing in HSV and was en route to the a University in Northwest Alabama. The student stopped by the visitor's desk for assistance because he had been told that a representative would be there to pick him up. After tracking down the University's Internal Admissions, The visitor's desk employee was able to determine the hotel the student was booked at and confirmed that he could take the last shuttle trip that day, which was after 5pm. The student was visibly anxious about the situation and communication was challenging. The employee learned that he had lost his cell phone during his travels and that he was concerned about his family not knowing if he was okay. The employee let him use her personal phone in order for him to call his family in Columbia. His parents were very appreciative and were relieved to hear from him. The student spent many hours in the airport as the employee assisted him, comforted him and even bought him lunch at the Grille. It was a long journey, the HSV Airport portion being seven hours, but because of the employee's willingness to help, everything worked out well!

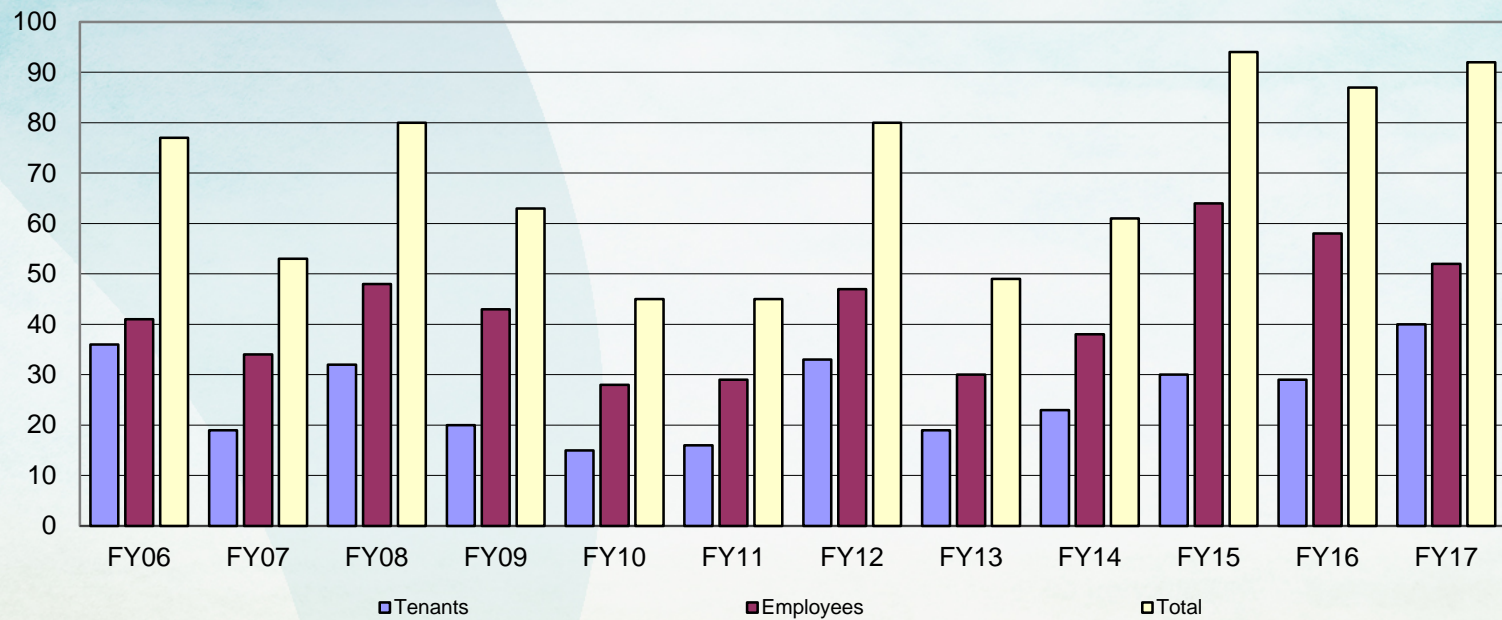


*This is our Customer Information Kiosk,  
located in Baggage Claim...*





## Customer Service Nominations Fiscal Year Comparison



*We encourage employees to recognize their peers  
and this keeps nominations on the rise...*





# **AIRLINE AND BAGGAGE TIME**

This separate cash award was established to incentivize airline employees to insure all Airline Baggage Delivery Times fell under 15 minutes within each quarter of the year. The Airline and its individual employees are recognized at the annual Customer Service Award's Breakfast.

