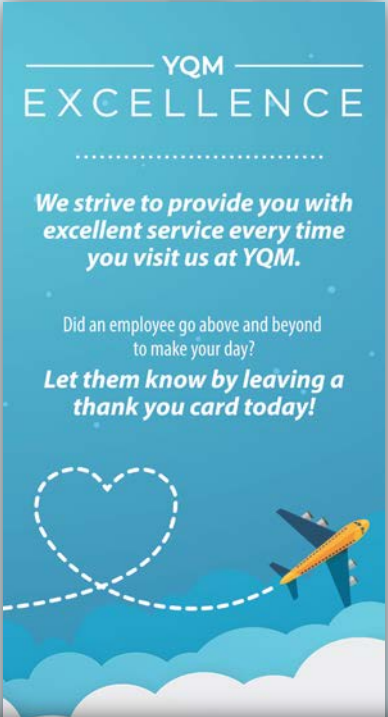


In 2019, the Greater Moncton International Airport Authority (GMIAA) launched a Customer Service / Culture program that aims to solidify its position as an outstanding customer service organization in the region. The program is called: **YQM Excellence**.



With the engagement of Tourism Industry Association of NB (TIANB), the airport authority has moved forward with a program called 'Skills Gain' providing customer service workshops to all of our business partner staff, GMIAA staff and volunteers throughout the year.

In addition to the customer experience workshops, we are focused on enhancing the organizational culture within YQM. Achieving that will help us provide best in class customer experience. Activities include:

Recognition program | Quarterly Breakfast Club | Group engagement activities

