ACI Award Nominations

Best New Consumer Services Concept
Arriving Service

1. Clients are greeted at curb
2. Agent helps with check-in process
3. Assistance with luggage
4. Expedite through airport and stay by client’s side at every step of the airport process
5. Escort to gate and arrange pre-boarding of flight
6. Keep family, friends or colleague updated of status; assist with flight delays and cancellations
Arriving Service

1. Clients are greeted at gate
2. Escort from arrival gate to exit
3. Assistance with luggage
4. Escort client to selected transportation service
5. Keep family, friends or colleague updated of status; assist with flight delays and cancellations
Connecting Service

1. Clients are greeted at gate

2. Help navigate the airport

3. Expedite through airport and stay by client’s side at every step of the airport process

4. Escort to gate and arrange pre-boarding of flight

5. Keep family, friends or colleague updated of status; assist with flight delays and cancellations
• Coordinate ground transportation
• Pre-arrange spa, dining or lounge reservations
• Arranging for discreet entry/exit
• Personal shopping
• ...and so much more