



# ACI Award Nominations

Best New Consumer Services Concept





**AIRPORTBUTLER**  
— YOUR AIRPORT CONCIERGE —

# 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





**AIRPORTBUTLER**  
— YOUR AIRPORT CONCIERGE —

# 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

