Airport Experience Awards Nomination Form

Please provide information below and submit to ramon@airportxnews.com by **December 18, 2019**.

- Nominations will ONLY be accepted via the process outlined using the nomination forms for each category. Nominations submitted without using the form are invalid and will not be accepted.
- Handwritten submissions, even those written using the nomination form, is invalid and will not be accepted.
- Airport size references for the Airport Experience Awards are based on FAA airport categories. Click here for details.

Airport with the Best Customer Service
This airport focuses greatly on creating a culture of customer service through its efforts in training staff, communicating initiatives to its tenants and maintaining adherence to its mission.

1. Name of airport

2. Airport size

3. What are some of the customer service training initiatives that you consider to be best-in-class?

4. Please cite examples of customer service observations with tenants, communication of good and bad examples, and, if possible, working collaboratively on corrective actions if needed?

5. Do you have an awards program in place that recognizes staff and tenants for their work in customer service and how is that conducted?