

CMH EMPLOYEE RECOGNITION PROGRAM



ENHANCING THE CUSTOMER EXPERIENCE

Originally introduced in 2006, the CMH terminal-wide employee recognition program was implemented to publicly highlight the outstanding customer service performers within our airport community. Coming January 2010, it will be our pleasure to introduce a refreshed and updated recognition program to re-emphasize the Columbus Regional Airport Authority's commitment to customer service. This program is facilitated by the CRAA Customer Service team.

So, what's new and how can you participate?

- Every person who interacts with customers at Port Columbus is eligible to participate in this program. This includes all personnel employed by the airlines, retail tenants, food/beverage concessionaires, rental car agencies, skycap and parking service providers, traffic/security services, TSA and the Airport Authority.
- The program has been redesigned to allow any employee to nominate someone working at the terminal, based upon the **"WOW"** service described below. Here's an example: an airline employee could nominate a skycap service provider for outstanding service, or a parking attendant could nominate a traffic safety employee after observing exceptional service performance, etc. Additionally, customer nominations are accepted to acknowledge outstanding service, and are received through in-person compliments, verbal/written communications, survey feedback and social media options.
- What is **"WOW"** service? It is the actions of an individual that go above and beyond what is expected in their daily performance of duties – it is providing truly outstanding customer service. This **"WOW"** service must have:
 - ✦ directly and positively impacted and enhanced the passenger's experience, or
 - ✦ been in support of a co-worker in the delivery of outstanding customer service to a passenger

Do you know someone who has performed "WOW" service lately?

- Descriptive nominations should be submitted to Barb Varga, Airport Customer Service Coordinator:
 - Via e-mail at bvarga@columbusairports.com
 - Via phone call at 614-239-4006 or
 - Via nomination form
- Nomination forms are available through your company manager, at the information kiosk on ticketing (when staffed), the information center on baggage claim, at the front desk in the CRAA administration office. For your convenience and copying as needed, you will find the nomination form on the reverse of this flyer.

You never know when you might make someone's day

