Modernized airport receives industry customer experience award

John Glenn International, which celebrated completion of its $80 million terminal modernization last year, was recently named the most improved airport in North America when Airports Council International announced its 2016 Airport Service Quality Award recipients. This award recognizes airports worldwide that have achieved the highest passenger satisfaction ratings in a survey that is considered to be the aviation world’s benchmark measure of airport excellence. This prestigious accomplishment is a testament to CMH’s dedication and commitment to passenger service excellence!

The airport also just received a 2016 EXPY Award from Experience Columbus, the region’s convention and visitors bureau, for the modernization’s contribution to the local hospitality industry and the Greater Columbus visitor experience.

“Passengers appreciate the ease of traveling through John Glenn International and rave about the modernized, contemporary terminal that showcases natural lighting and meaningful amenities such as free high-speed Wi-Fi, more than 2,000 charging outlets, new comfortable and colorful furniture, local dining options and much more,” said Elaine Roberts, President & CEO. “We’re honored to receive these awards and remain committed to creating an exceptional travel experience. Even more improvements are on the way in 2017 and beyond.”

And as if two awards weren’t enough to showcase this “jewel” of the city, John Glenn International was also recognized as an important contributor to Columbus being ranked as the top Midwest destination for visitors, according to the J.D. Power 2016 Destination Experience Satisfaction StudySM. The study measures overall satisfaction among visitors to the top 50 U.S. travel destinations for business or leisure based on six factors: activities, cost and fees, food and beverage, infrastructure, lodging and travel/arrival. This accolade is an indicator of Columbus’ growing visitor industry and the strategic focus placed on enhancing the visitor experience through participation in the Experience Dedicated DestinationTM (EDD) and Certified Tourism Ambassador (CTA) programs, sponsored by Experience Columbus.

Thank you for the exceptional customer service you provide to passengers every day. Your hard work is being noticed!

Gratitude for a random act of kindness

We receive daily online inquiries from the general public asking a variety of questions, and once in a while we receive stories about acts of kindness demonstrated by employees working at the airport. This online comment brought a gratifying smile to our customer service faces and we want to share it in an effort to thank the thoughtful staffer.

“Greetings- I recently went through CMH a couple of times over the holidays, first for a hospital visit and then returned for a funeral. Likely at baggage claim, I lost a book and a couple of magazines, which happened to have my local address here in California. I was not overly concerned about the value, and had pretty much forgotten about them. Today in my mail box here in California, was an envelope with my book and the two magazines. No return address or name, just a Columbus zip code. I don’t know if it was an airport employee, or who forwarded the materials to me, but I just wanted to say thank you. What an amazing gesture of kindness and consideration…”

So whoever you are, thanks for taking the time and energy to make this customer’s day. Your small gesture obviously made a big impression.

New customer service amenity arriving at CMH & LCK

Every day we strive to meet many special needs of our traveling public to ensure they have the best possible experience at John Glenn International and Rickenbacker International airports. Beginning this spring, we’ll be able to meet the special needs of new mothers when nursing rooms become available at CMH and LCK.

Similar to modular units found in various airports, malls, sports stadiums and other public spaces, one unit will be installed in each concourse and in baggage claim at CMH and in the charter terminal at LCK. Designed solely for nursing mothers on the go, each room is customized for privacy and comfort.

If you have something you would like to include in “What’s the Buzz?” please contact Barb Varga, Business Development & Communications at bvarga@columbusairports.com, or 239-4006.
Melodies in Motion presents

**SARAH PERRY | March 16 | 2:30-4:30 p.m. | center ticket lobby**

Perry’s family is musical on both sides and for generations they have been music makers. Sarah began playing the violin at age five and began playing Irish traditional music when she was seven. Sarah’s first instrument is the fiddle, but she is also an accomplished mandolin, guitar, ukulele and whistle player. Sarah plays both traditional and modern Irish music and sings in both English and Irish.

**JIM VOLK | April 6 | 2:30-4:30 p.m. | center ticket lobby**

Volk’s masterful yet whimsical hybrid style of picking has incurred countless comparisons to Kottke, Keaggy and Tommy E. He artfully incorporates traditional fingerstyle and electric guitar techniques and devises for a truly “Modern Acoustic” presentation while keeping the traditional essence intact. He will go from the 16th century to ’70s rock and classic favorites that span a few decades. Jim conducts guitar clinics as well as individual classes and workshops at Uptown Music in Westerville.

**THE RAMBLERS | April 21 | 3:00-5:00 p.m. | center ticket lobby**

The Ramblers are a local trio of professionals who band together to delight a crowd. Dave Weibel, Sid Townsend and Milo Mannino bring their own blend of personality and instruments – banjo, trumpet and stringed base – to deliver a fun and an infectious blend of New Orleans flavored jazz.

**GRETCHE PLEUSS | April 27 | 3:00-5:00 p.m. | center ticket lobby**

The Ramblers are a local trio of professionals who band together to delight a crowd. Dave Weibel, Sid Townsend and Milo Mannino bring their own blend of personality and instruments – banjo, trumpet and stringed base – to deliver a fun and an infectious blend of New Orleans flavored jazz.

Refreshed directory kiosks provide airport and local information

While walking through John Glenn International you might have noticed the refreshed, brightly-colored directory kiosk wraps. These digital kiosks were recently updated by our Customer Service team to reflect all of the changes that took place during and after the terminal modernization program.

From in-terminal maps to ground transportation options, the kiosks are of great value to both passengers and staff. Whether you need ideas for a restaurant to visit or a schedule of upcoming summer events in Ohio, embedded calendar feeds from both Experience Columbus and Discover Ohio have you covered. Other content includes weather, Frequently Asked Questions, a Help feature and more!

The full kiosk experience is offered in English, French and Spanish while Frequently Asked Questions also covers Arabic, Japanese, Chinese and Russian languages.

Stop by a kiosk soon to check out the content. Besides knowing how to advise customers, you might discover something new and exciting to do yourself!