

What's The Buzz

September/October 2017

Connecting John Glenn International Partners

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Celebrating CMH Airline Successes



CMH's United team is making headlines after being named the airline's STAR champion for the month of July!

United's "Start The Airline Right" (STAR) program is a monthly company-wide competition that United divides stations into seven tiers based on the number of STAR departures (morning originating flights) each day. At the end of each month stations with the highest percentage of on-time departures in each of the seven tiers are named STAR Champion of the Month. STAR takes teamwork and cross-divisional support where everyone works together to enhance performance. Congratulations!

Congratulations as well to our Southwest Airlines team who recently celebrated the carrier's 25th anniversary at CMH. In 1992, Southwest started service here offering seven flights to two destinations. Today, Southwest offers up to 35 nonstop departures to 18 destinations. In addition to this milestone, among all the Southwest teams across the U.S., the CMH station was voted "Station of the Year" at a medium-size airport for 2016. Kudos to the entire Southwest team!

Congratulations to the entire CMH-based American Airlines team for winning the company's first-quarter, 2017 Customer Cup! This is the second year in a row that our CMH American partners have been recognized with this award, which represents exceptional performance in overall satisfaction, customer feedback, punctual turn times, on-time departures and exemplary bag handling. Way to go team!

New service from CMH

Frontier Airlines announced plans to begin nonstop service from Columbus to Tampa, Florida, starting Dec. 17 with three flights a week - Tuesdays, Thursdays and Sundays. Southwest also announced it will begin new seasonal service to Cancun, Mexico beginning April 14, 2018. Both will be nice additions to the over 150 daily flights to over 30 destinations!



Outstanding customer service

Enhancing the Columbus Experience

Recognizing Outstanding Customer Service



Whitney Bullington & Amy Sharp, Delta

Impacted by weather, a late afternoon Delta flight was delayed six hours, leading to the necessity of some pretty creative measures by Delta agents Amy and Whitney. After providing passengers with alternative options such as next day flights and overnight hotel accommodations, they went about ordering pizzas and even brought around a "treat trolley" with non-alcoholic beverages and snacks. As night ensued they entertained Delta customers with rounds of Bingo and fun prizes.

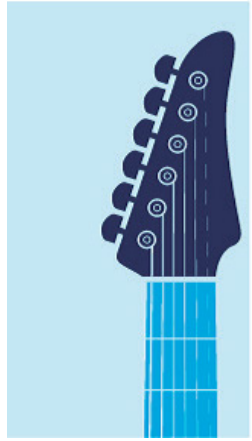
This Outstanding Customer Service nomination was submitted by one of the delayed passengers who wrapped up the experience as follows:

"All the passengers gave a standing ovation to the two agents for their attempt to mitigate the delay and the engaging, personable and caring manner in which they handled the situation. Amy and Whitney took ownership, sought solutions, never passed the buck nor complained about how the delay may impact their own weekend plans. When the plane arrived, it was quickly turned around and we were airborne at 11:30 p.m. I have never experienced anything like this before by an airline, and being in the service business I was duly impressed. I hope I have empowered my team members similarly. In this day of declining customer service and, particularly given some challenging situations within the airline industry lately, I thought it was important that these two team members be recognized for clearly going above and beyond."



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



Melodies *in* Motion

Take a few minutes and listen, adjust your mood and refresh. Here are some opportunities to do just that in your otherwise busy days.

ERIC AHLTEEN | September 15 | 3:00-5:00 p.m. | *center ticket lobby*

OCTOBER EMBERS | September 28 | 3:00-5:00 p.m. | *center ticket lobby*

CHRIS & ROSE | October 6 | 3:00-5:00 a.m. | *center ticket lobby*

ME & LIL' BROTHER | October 19 | 3:00-5:00 p.m. | *center ticket lobby*

**"Music gives a soul to the universe,
wings to the mind, flight to the
imagination and life to everything"**

- Unknown

New passenger amenities arrive at John Glenn



Debit card vending

Because some airlines do not accept cash as payment for ticket and baggage transactions, CMH installed a ReadyStation debit card vending station that will assist passengers who arrive at the airport with only cash.

Available to everyone, ReadyStation is located in the hallway near the currency exchange, next to the UPS, FedEx and U.S. Mail boxes.

Easy and intuitive to use, a customer can deposit up to \$1,000 cash into a ReadyStation automated machine, and a Visa debit card is issued. There is a \$5 fee to purchase the card, which is automatically deducted when the purchase is made. The card can be used anywhere in the world where a regular credit card is accepted. It cannot be reloaded and is simply discarded once brought to a zero balance.

Western Union financial service

The Currency Exchange now offers Western Union, a financial service used to send money online or in person to friends and family around the world. Staged on the Currency Exchange counter, users can easily access supplies and information to complete the process.