



PASSPORT *to* Service Excellence

Customer Service Newsletter

November 2011 Issue

***"Making Ordinary Airport
Service Extraordinary"***

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*16th Annual Customer Service
Employee Recognition Program*



***"THE POWER
OF SERVICE"***

And the winner is...

- Superstar – **Demetrios Hadjisimos, Atlanta Bread Company**
- Unsung Heroine - **Kormassa Ballayan, HMS Host**
- Heroic Service – **Lameesha Huff, ICS Contract Services**
- Ambassador – **Gregory Walton, TBI Airport Management**
- City of Atlanta Heroes – **Michael Lewis, Kenny Fears**

The 16th Annual Customer Service Employee Recognition Program, held annually at the Georgia International Convention Center in College Park, GA., opened its doors to approximately 600 airport employees.

This year's sponsors doubled in size compared to last year's recognition program. The total amount of sponsors were 16 Gold, 3 Silver, 7 Bronze and a host of donors.

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The National Anthem was led by an Atlanta native gospel recording artist Lowell Pye, following the presentation of colors by the Atlanta Police Honor Guard.

“I’m proud to say that your personal commitment to excellence and customer service has made a difference in the lives of so many people,” said Aviation General Manager Louis Miller. “On behalf of the 250,000 passengers who pass through our facility each and every day, I want to thank you for your continued commitment and service to Hartsfield-Jackson.”

The door prizes were indeed prizes to write home about. They consisted of round trip airline tickets from both AirTran Airways and Delta Air Lines, gift cards to various restaurants and department stores, bank cards, a two hour chauffeured limousine ride and to top it off, an Atlanta Falcons football game prize packet. The prize packet included two game tickets plus free parking, one night accommodation at the Downtown Ritz Carlton hotel with breakfast for two and dinner for two at the Juke Joint Restaurant and Bar downtown.



November mystery shoppers results

For the month of November the airport-wide mystery shop score is 84%. We are well on our way to achieving our goal of having a consistent overall score of 85% or better.

Survey date	Overall score	Food and beverage	Retail	Services	Parking	Customer Service	Rental Service	Passenger assist	Random assist
6/7/10	68%	-	-	-	-	-	-	-	-
12/9/10	76%	75%	77%	73%	46%	89%	-	-	-
12/27/10	79%	77%	82%	82%	43%	75%	-	-	-
1/27/11	83%	82%	83%	81%	-	93%	-	-	-
2/28/11	81%	81%	79%	93%	-	57%	-	-	-
3/29/11	83%	80%	87%	77%	77%	70%	-	-	-
4/24/11	85%	83%	86%	90%	-	100%	-	-	-
5/23/11	85%	86%	85%	82%	82%	70%	-	-	-
6/19/11	83%	80%	87%	89%	88%	83%	-	-	-
7/19/11	83%	81%	87%	82%	71%	72%	-	-	-
8/14/11	82%	81%	83%	76%	87%	75%	-	-	-
9/25/11	84%	83%	85%	93%	94%	76%	85%	96%	78%
10/26/11	83%	83%	82%	79%	60%	87%	89%	67%	91%
11/15/11	84%	86%	85%	82%	88%	73%	76%	87%	87%

The Passport to Service Excellence Training Initiative was proud to present three awards during the 16th Annual Customer Service Employee Recognition Program. There were three different categories in which we presented awards; Highest Average Mystery Shop Score, Companies Who Have Completed the Three Phases of the Training Initiative and the Class Participation Award.

The Highest Average Mystery Shop Score Award was given to **Business Traveler Services** for achieving an average mystery shop score of 92% from January 2011 – September 2011. Business Traveler Services companies consist of **Minute Suites, InMotion Entertainment, Rosetta Stone and Quick Passport & Visa.**

The Companies Who Have Completed the Three Phases of the Training Initiative, which consists of the Pillars Workshop, the Foundations Workshop and Practices (On-The-Job Training) as of September 30, 2011 were:

Aldeasa ATL, JV
Airport Retail Management
Areas USA, Inc
BTS/InMotion Entertainment
Concessions International
Global Concessions, Inc.
Hartsfield Hospitality, LLC
HMS Host (F&B)
Hojeij Branded Foods
ICS/Customer Care Program
Mack II
MBC Concessions



The Class Participation Award was randomly selected from more than 3,000 airport employees who attended the Pillars and Foundations classes between September 2010 and September 2011. The winners of this award received a \$50 American Express gift card each. The food & beverage winner was **Jessica Borders** who works at *Wall Street Deli on Concourse A with Concessions International.* The retail winner was **Sandra Covin**, a Beauty Advisor at the *Duty-Free store on Concourse E with Aldeasa.*

Congratulations to all of our winners and thank you for your continued support of the Passport to Service Excellence Training Initiative!





CITY OF ATLANTA

Mayor – Kasim Reed

ATLANTA CITY COUNCIL

Council President – Ceasar Mitchell

District 1 – Carla Smith

District 2 – Kwanza Hall

District 3 – Ivory Lee Young Jr.

District 4 – Cleta Winslow

District 5 – Natalyn Mosby Archibong

District 6 – Alex Wan

District 7 – Howard Shook

District 8 – Yolanda Adrean

District 9 – Felicia A. Moore

District 10 – C.T. Martin

District 11 – Keisha Lance Bottoms

District 12 – Joyce Sheperd

Post 1 – Michael Julian Bond

Post 2 – Aaron Watson

Post 3 – H. Lamar Willis

DEPARTMENT OF AVIATION

Aviation General Manager – Louis Miller

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This 18 month summary of the Customer Service training initiative results clearly shows improvements in the overall satisfaction area as well as in other areas since inception. Employees are demonstrating the service standards expected from them. At program launch, our score was 68% (percentage of employees demonstrating the expected 10 customer service standards); today we are at 84%. In FY12 we are focusing on new groups such as TSA/CBP/DOA/Police and Fire and other service providers, such as cleaning contractors and wheelchair assistance employees. Kudos to the team for Making Ordinary Airport Service Extraordinary.

2011 Superstar



Louis Miller, Aviation general manager and Demetrios Hadjisimos 2011 superstar winner.

Our Customer Service Spotlight features Atlanta Bread Company's Manager Demetrios Hadjisimos. Demetrios was awarded the 2011 Superstar winner of the 16th Annual Customer Service Employee Recognition Award. Demetrios came across two elderly passengers who were wandering around the airport for hours after being denied boarding because they had lost their passports. Aged 81 and 72, they were stranded and, after Demetrios noticed them, he kept them under his wing and never left them until they were safely on their flight the next day. He called their adult children's home in VA and let them know what was going on with their parents. At that time, their son-in-law was already en route to Atlanta to come and bring them back home. Demetrios calmed them down, fed them and assisted them to the Marriott hotel. He assisted the son-in-law in obtaining emergency British passports, boarding passes and a grand breakfast at his restaurant before they boarded their flight.

As the Superstar winner, Demetrios received a trophy along with a gift-wrapped box containing a total of \$4000.00 in gift cards.