



## **Airport Ambassadors Contribute Over 33,000 Service Hours in 2014**

**San Antonio, TX – (January 20 , 2014)** Last year, San Antonio International Airport (SAT) volunteers assisted more than 380,000 customers. With more than 200 volunteers, the SAT Ambassador program contributed approximately 33,000 customer service hours in the calendar year of 2014, equal to 16 full-time employees.

In the final two quarters of 2014, the airport also received its highest rating in an international airport survey that measures customer satisfaction. The high survey ratings follow in a year that also saw SAT receive the Airport Service Quality Best Improvement Award by Airports Council International, recognizing SAT's customer service among airports in North America. San Antonio International Airport serves more than 8 million passengers a year.

Launched in 2000 with 14 volunteers, the SAT Ambassador Program volunteers assist airport customers with way-finding, city information, information on transportation, hotels, dining, shopping, area attractions, points of interest, answer questions and give "Fun Facts" about San Antonio International Airport and San Antonio. Ambassadors also operate golf cart shuttles transporting passengers between parking and terminals.

In 2013, Ambassadors began accepting four-legged volunteers for the award-winning Pup + Planes Program. Working with Therapy Dogs, Inc., and Delta Pet Partners of San Antonio, the airport has 13 therapy dogs who roam terminals with human ambassadors to provide a stress-relieving touch-point during a hectic travel day. Ambassadors are also central to many of the airport's special events, like SAT's "Welcome Home Hero" events that provide a warm reception to military servicemen returning from deployment.

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### **Our Mission:**

To innovatively manage our airports to provide a positive customer experience while supporting economic development.

SAT Ambassadors are asked to volunteer a minimum of 4 hours per week, attend orientation training sessions in order to become familiar with the airport and have a commitment to teamwork. Ambassadors should have an outgoing, friendly personality and possess good communication skills. Perks include; parking at SAT, concession discounts, quarterly volunteer functions, Service Award pins and gifts, a Quarterly Newsletter and a Year-end Ambassador Luncheon with an Ambassador of the Year Award.

For more information about the SAT Ambassador Program and volunteering opportunities at the airport, contact Christina Foley at (210) 207-3546 or visit [www.sanantonio-airport.com](http://www.sanantonio-airport.com).

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