

# ARN Awards Nomination Form

To the best of your ability, please provide information below and submit to [ramon@airportrevenue.com](mailto:ramon@airportrevenue.com) by **December 18, 2017**. The information submitted with this form will be used by our judging panel to determine the winners of each category. When complete, please re-save the document according to the name of the nominee and the category in which it is being submitted in.

Small airport – up to 4M enplanements, medium airport – 4M - 8M enplanements, large 8M enplanements and up.

## **Airport with the Best Customer Service**

This airport focuses greatly on creating a culture of customer service through its efforts in training staff, communicating initiatives to its tenants and maintaining adherence to its mission.

1. Name of airport
  
2. What are some of the customer service training initiatives that you consider to be best-in-class?
  
3. Please cite examples of customer service observations with tenants, communication of good and bad examples, and, if possible, working collaboratively on corrective actions if needed?
  
4. Do you have an awards program in place that recognizes staff and tenants for their work in customer service and how is that conducted?

