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Airport creates new team devoted to improving customer service

CLE team realigned to improve customer experience

Cleveland, March 20th, 2017 – Cleveland Hopkins International Airport (CLE) has strategically realigned staff to enhance the effectiveness of serving guests at the airport.

The realignment includes a new Landside Operations team and a new strategic customer service effort focused upon customer feedback and quarterly surveys. The Landside team is tasked with enhancing customer contact by connecting the various airport service providers, airlines, concessions, Transportation Security Administration (TSA), Cleveland Police Department (CPD), wheelchair and Skycap services, along with face-to-face interactions with passengers inside the airport. The Landside Operations team includes the Airports information representatives and volunteer Ambassadors. Landside Operations will also anticipate issues that passengers may encounter during flight delays and cancellations relative to the services offered at CLE.

The strategic customer service section will focus on monitoring, communicating with and reporting customer input to anticipate patterns and expedite response to service shortfall by the airport or partner organizations. They will connect with customers through social media and by responding to website e-mails.

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CLE is committed to improving the passenger experience through new and enhanced service levels to exceed the customer's expectation. Additionally, the Airport team is already in the process of creating a new TSA checkpoint line monitoring system that will advise passengers of wait times during peak travel times for each checkpoint and on the airport's website, which is also being revised to become more customer friendly. The new checkpoint monitoring times, will be tested in early April 2017.

More people are making CLE their airport of choice and we are committed to making their experience a better one.