



Customer Experience Report

November 2020 Meeting

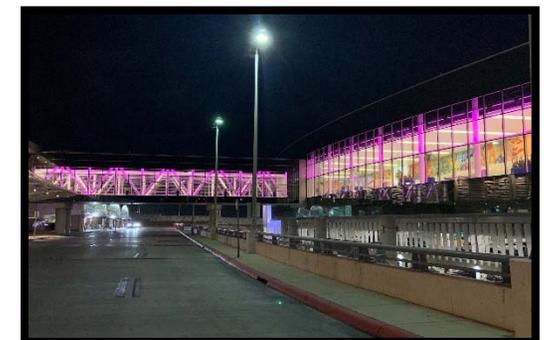


TEAMWORK ★ INTEGRITY ★ INNOVATION ★ PROFESSIONALISM

Empowered, professional team providing optimal air service and a phenomenal customer experience.

Customer Experience – October 2020

- Terminal Management
 - 5 New Airport Customer Experience Specialist (ACES)
 - Primary Responsibilities: Passenger Assistance & Landside/Terminal Inspections
- National Customer Service Week
 - Programming and events to celebrate the customer service professionals working in the San Antonio Airport System
 - Link to appreciation videos
<https://www.facebook.com/SATairport/videos/3190525351056924/>
<https://www.facebook.com/SATairport/videos/376407940179352/>
- S.A.A.S Employee Appreciation Event
- Breast Cancer Awareness Initiatives
 - Wall of Hope
 - Pink Day



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Customer Experience – October 2020

- 20th Annual Ambassador Appreciation Event
- Customs Facility Aesthetic Improvement
 - Jet Bridge Installations
 - Artwork
- Day of the Dead
 - Calaveras by Johnny Hernandez
 - Ofrenda Installation
- Full Scale Exercise
- SAT surpasses United Way fundraising goal
- Hispanic Heritage Month
 - “Sailing” art exhibit by Miguel Sainz
 - Musical performance by Latin Guitarist Jaime Varela and Mariachi music by Mariachi Flor De Jalisco



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Customer Experience – Upcoming

- Stakeholder Feedback
 - JD Power pilot program
 - Supplemental Survey Deployment
- Smart Restrooms RFP
- Holiday Communications, Staffing, & Events
- Customs Aesthetic Improvement Phase II
- Holiday Décor Installation
- *SAT Live* Resumes Operations
- COVID-19 Art Exhibit



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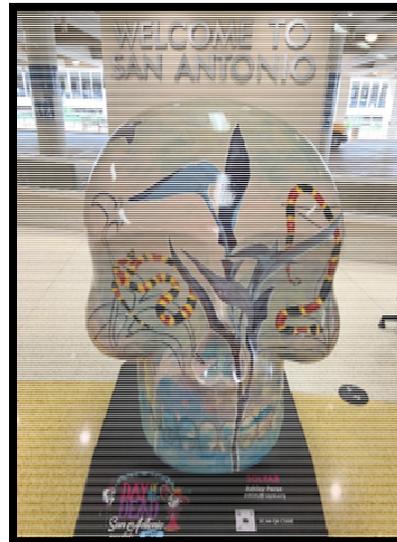
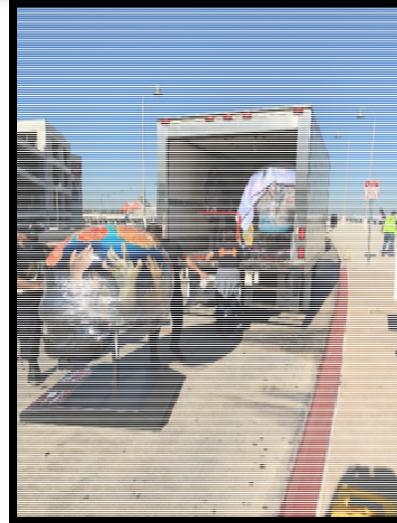
20th Annual Ambassador Appreciation



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Day of the Dead



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