



# Customer Experience Report

*For August 17, 2021 Meeting*



TEAMWORK ★ INTEGRITY ★ INNOVATION ★ PROFESSIONALISM

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

# Customer Experience July 2021

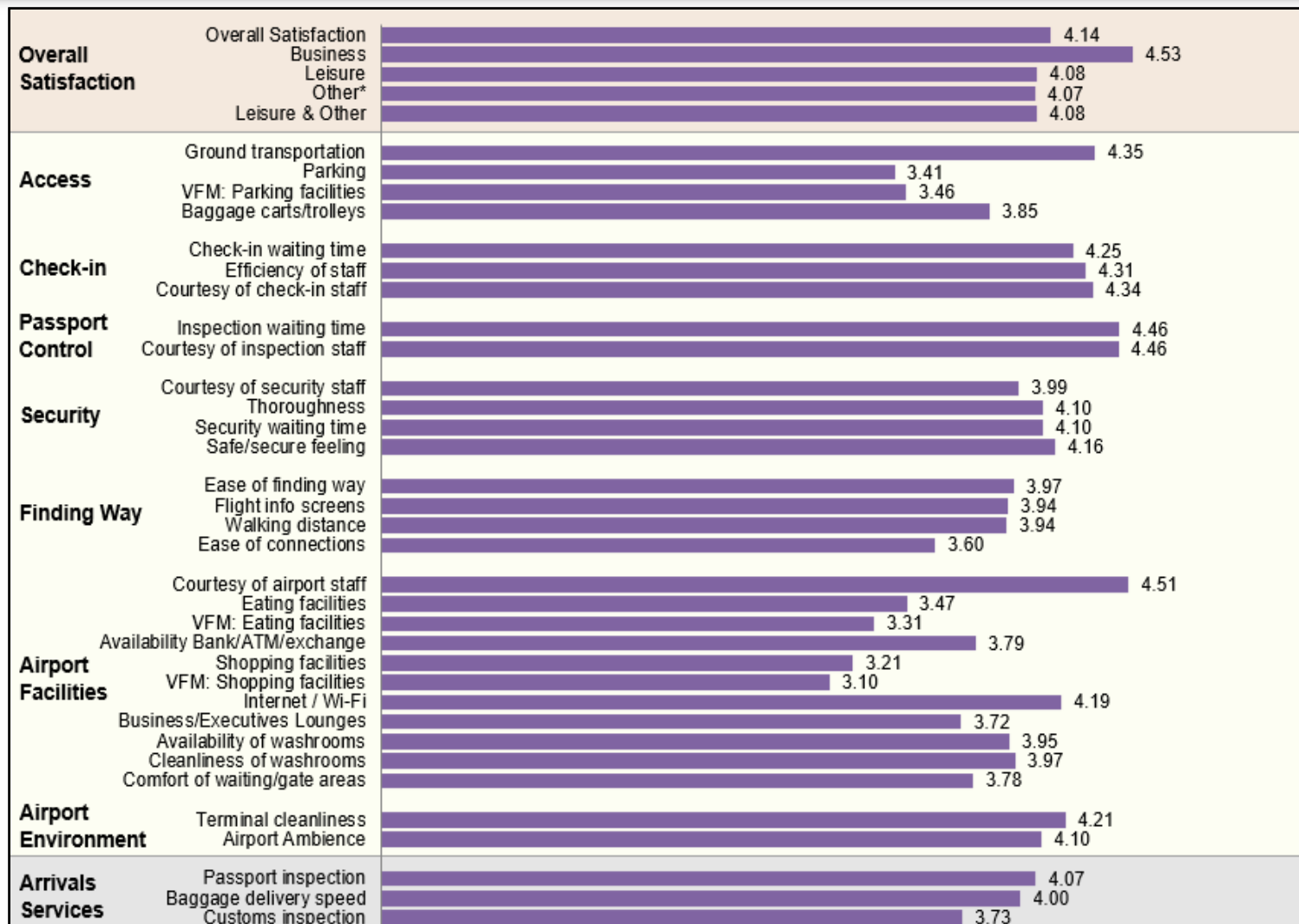
- Breeze Gate Event
- ASQ Customer Satisfaction Survey Q2 Results
- Air Force Art Contest
- “Inclusion City USA” Initiatives
- Fruteria Reopening
- Spurs Store Reopening
- City of San Antonio Job Fair
- Dee Howard Mission to Mars Art Contest
- July 4<sup>th</sup> Flag Installation
- #SATFriYAY Event
  - Zoomagination Event: Sloth & Macaw Onsite



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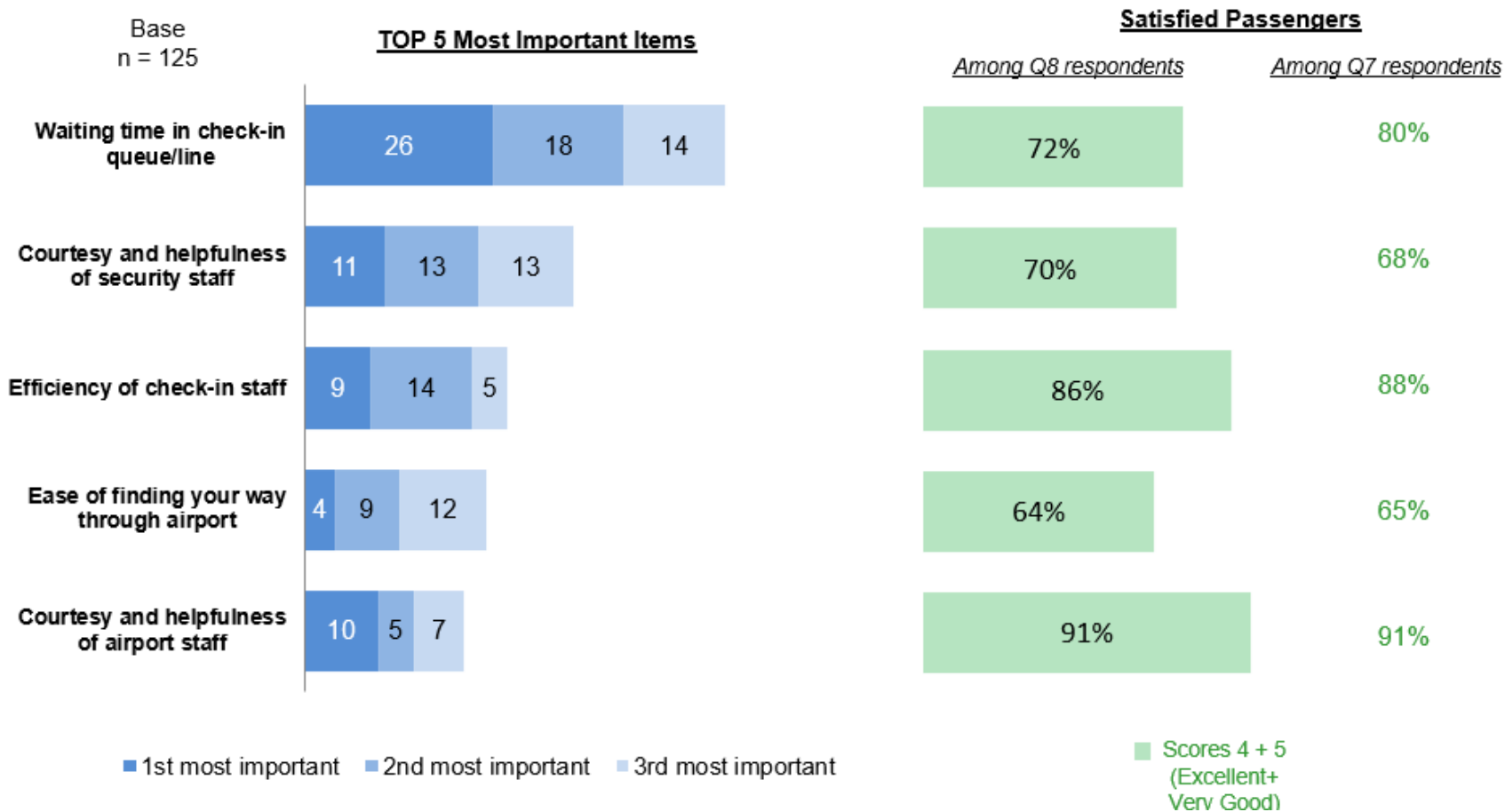
# ASQ Q2 2021 Satisfaction Survey Results



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# ASQ Q2 2021 Satisfaction Survey Results



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# Customer Experience: Upcoming

- S.A.A.S Employee Art Contest
- Morgan's Wonderland Inclusivity Training
- #SATFriYAY Event
  - Zoomagination Event – Sloth & Macaw Onsite
- SMART Airports & Regions Conference/Expo
- S.A.A.S All Star Customer Appreciation Event
- Alan Calvo “Fly Easier” Mural

**SMART AIRPORTS** CONFERENCE  
NEXT AIRPORTS AND REGIONS  
& REGIONS & EXHIBITION

Host



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