



INNOVATIONS AND TRENDS IN CUSTOMER SERVICE

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Vice President
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ACI-NA
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AIRPORTS®

CURRENT PERSPECTIVES FROM AIRPORT MANAGEMENT



Nine Core Competencies	% of Airports
There is a customer service emphasis on the airport mission, vision, brand, and the airport's service delivery strategy.	94
There is a recognized customer service culture embraced by the entire airport community.	77
Customer service is visible in the airport operator's organizational structure.	75
Customer service is integrated in all airport decisions.	68
Customer experience management standards are published and integrated in the way the airport does business.	51

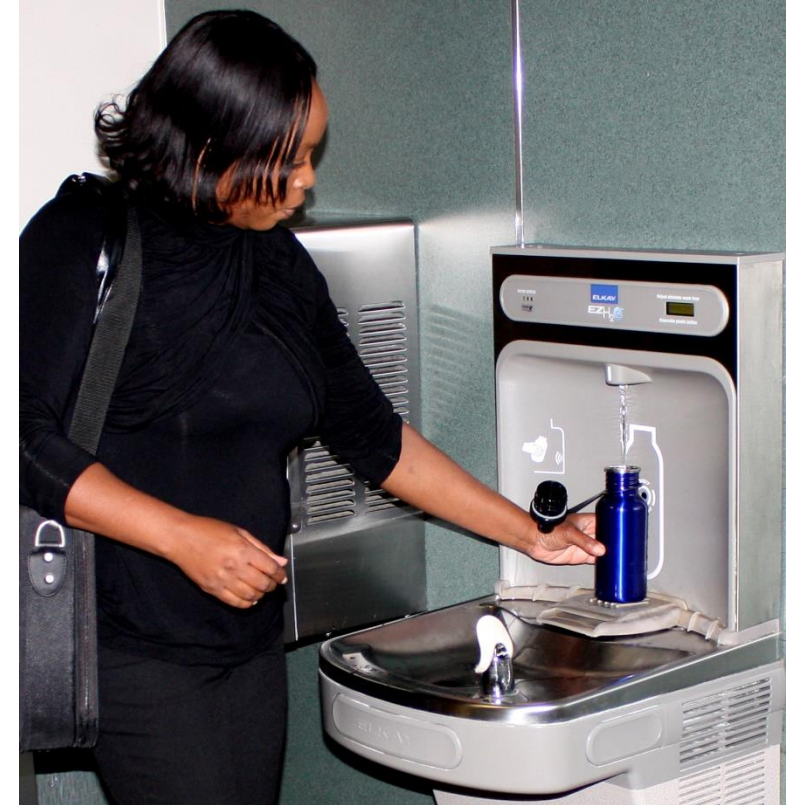
CURRENT PERSPECTIVES FROM AIRPORT MANAGEMENT



Nine Core Competencies	% of Airports
The airport develops a customer service plan that supports the airport's master and business plans and is integrated with the airport's budget.	57
The airport has established proactive forums to collaborate on customer service with stakeholders, business partners, and others in the airport community.	80
Airport management decision-making on customer service issues is supported by data.	75
The airport has adopted a hospitality model when delivering and developing the customer service strategy.	46

TOP 10 AMENITIES

1. ATM Services
2. Gift Shops / News Stands
3. Airport Websites
4. Electrical Charging Stations
5. Restaurants and Bars
6. Lost and Found
7. Parking / Taxi and Limousine Services
8. Free Wi-Fi
9. Pre-Security Pet Relief Facilities
10. Food and Beverage Vending Machines



CHANGING AMENITIES

- **Fastest Growing Amenities**
 - Nursing Rooms/Pods
 - Post-Security Pet Relief Areas
 - Children’s Play Areas
 - Airfield Observations Areas
 - Adult with Disability
Changing/Washroom Facilities
- **Soon to be Phased Out Amenities**
 - Pay Phones
 - In-Person Banking Services
 - Smoking Rooms



AIRPORT TRADING CARDS



SAN ANTONIO INTERNATIONAL AIRPORT

Located in San Antonio
TEXAS, USA
29° 31' 36" N, 098° 28' 19 W

San Antonio International Airport (SAT) is owned and operated by the City of San Antonio. It serves a base population of more than 8 million passengers annually and serves as the nation's 10th largest gateway to Mexico.

- San Antonio Airport System (SAAS) is comprised of San Antonio International Airport and Stinson Municipal Airport (SSF).
- SAAS is an economic generator for the region
 - \$5.1 billion regional economic impact, and supports nearly 100k jobs regionally
- Built in July 1941 as a military base SAT became a commercial airport in 1953.
- SAT currently offers non-stop service to more than 30 destinations



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SAT-001



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KEY FOCUS AREAS

- Record Passenger Volume
- Infrastructure Investment and Improvements
 - Customer Care in Construction
- Passenger Facilitation
 - TSA Lines
 - CBP Lines
- Enhancing the Passenger Experience
 - Non-Aeronautical Revenue
 - Connecting/Engaging with Passengers





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