



FOR IMMEDIATE RELEASE

New airport concierge service begins in May

Release Date: Thursday, April 12, 2018

Contact: Linda Hughes, Marketing Manager, 937-454-8200

A unique first-class concierge service will be available for all passengers and guests at Dayton International Airport by May, following approval by the Dayton City Commission.

Needs and wants of the traveling public and guests will be promptly and professionally addressed by the concierge service team during the airport's terminal modernization project and beyond.

"Our goal is for the concierge team to be interactive with passengers and guests while they are at the airport," said Terry Slaybaugh, director of Dayton International Airport. "The concierge employees will engage with the public as they arrive at the terminal, offering assistance and guidance with information about the airport, their travel needs, the Dayton community and more. The team will circulate through the entire pre-security parts of the terminal and parking structures, including greeting those passengers exiting the terminal to baggage claim."

Airport visitors will be able to identify concierge employees with airport-branded uniforms. Concierge hours will extend from when the first passenger arrives between 4 and 5 a.m. until the last flight lands, which could be as late as 1 a.m.

"This service was modeled after best practices in other airports across the country," said City Manager Shelley Dickstein at the April 4 Commission meeting. "It will really enhance the customer experience for the traveler at the Dayton airport."

During the next three weeks, concierge employees will be professionally trained to take charge of all guest services, ensure their knowledge of the city of Dayton and the Dayton region, and will learn techniques to maintaining a platinum level of customer service while delivering and interacting with the public. They will also have the most up-to-date information on terminal construction to ensure minimal disruption in the passenger experience.

Dayton International Airport and the City of Dayton will continue to keep the public informed of the terminal modernization project status and new phases of work through news releases, Twitter (@DAY_IntlAirport), and at headlines.flydayton.com.

#

About Dayton International Airport

Located near the "Crossroads of the America" - Interstates 70 and 75 - Dayton International Airport (DAY) provides air service to travelers to and from Southwest Ohio. The DAY mission is to contribute to the prosperity of Southwest Ohio by connecting it to the rest of the world through our aviation system. Airport staff provide an enjoyable travel experience making DAY an easy to and through experience. For more information about the Dayton International Airport, visit flydayton.com or call Linda Hughes, Marketing Manager, at 937-454-8200.

