

PHX FACTS

News

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Phoenix Sky Harbor Lives up to America's Friendliest Airport™ Title

Phoenix, AZ – While air travel is going through some changes in the current economy, one thing remains constant. Phoenix Sky Harbor continues to be America's Friendliest Airport. A survey conducted yesterday of 5,000 airport visitors showed that an overwhelming 94 percent feel Sky Harbor is "very friendly" with 92 percent of those saying it is America's *friendliest* airport.

This year, the Phoenix Airport launched the FLY or Friendly Let me help You customer service incentive program for its 33,000 employees, along with officially adopting the title of *America's Friendliest Airport™*. The FLY program recognizes and rewards employees who exceed expectations and make a positive impact on the customer experience at Phoenix Sky Harbor.

More than 300 employees have been recognized for demonstrating a FLY attitude, including an airline employee who helped find the owner of a lost wallet, a cab driver who helped to find a customer's lost wallet and a city employee who assisted a woman in securing a flight and overnight lodging after it was determined that her flight had been cancelled.

Recent remarks from the public have included this one, written by a passenger from Oregon: *"This is the friendliest airport I've ever been to. I fly here once or twice a month and every single person I come into contact with is friendly and patient. Truly amazing."*

According to Customer Service Manager Alisa Nakashima-Smith, "Customer service is second only to security at Phoenix Sky Harbor. We are proud to say that employees have really embraced this program to live up to the title of *America's Friendliest Airport™*."

Employees recognized in the FLY program receive a purple "FLY clip" to wear with their airport security badge and a silver airplane pin. Their employer is notified and they are presented with a certificate by the Sky Harbor Customer Service Manager and their supervisor. Many employees also have their photos displayed on the Sky Harbor Web site and in Phoenix Aviation Department newsletters.

To learn more about Sky Harbor's FLY program, visit phxskyharbor.com and click on Customer Service.

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