

AX Awards Nomination Form: Airport with the Highest Regard For Customer Service

Please provide information below and submit to axawards@airportxnews.com no later than **Friday, October 14, 2022**.

- Nominations will ONLY be accepted via the process outlined using the nomination forms for each category. Nominations submitted without using the form are invalid and will not be accepted.
- Handwritten submissions, even those written using the nomination form, are invalid and will not be accepted.
- Airport size references for the Airport Experience Awards are based on FAA airport categories. Visit www.faa.gov/airports for details.

Airport with the Highest Regard For Customer Service

A North American airport that focuses on creating a culture of exemplary customer service through its efforts in training staff, communicating initiatives to its tenants and maintaining adherence to its mission.

1. Name of airport:

2. Airport size:

3. How is the airport providing best-in-class customer service to both tenants and passengers? Please cite examples.

4. Are there specific initiatives the airport has undertaken to ensure ongoing excellent customer service and optimal tenant relationships? If yes, please elaborate.

5. Does the airport have an awards or recognition program in place to acknowledge excellence in customer service among staff and tenants?