Airport Experience Awards Nomination Form

Please provide information below and submit to ramon@airportxnews.com by **December 18, 2019**.

- Nominations will ONLY be accepted 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, is invalid and will not be accepted.
- Designate if the nominee is a large or small operator. Large operators generate greater than $70M annually from airport locations **only**. Small operators generate less than $70M annually from airport locations **only**.
- Include a vector or EPS version of your logo. If you do not have a logo, please include how you would like your company to be listed.

Retailer with the Highest Regard For Customer Service
Retailer, whose emphasis on and passion for premier customer service, is borne out of its focus on detailed employee and product knowledge training, and is experienced by the traveler, thanks to the execution of its principles through all levels of onsite staff.

1. Name of retailer

2. Operator size

3. What are some of the types of customer service and product training that you provide your staff?

4. What are some internal checks or reviews, such as secret shopping, that you conduct to ensure that customer service standards are met and what are some examples?

5. Has a store, company and/or employee garnered any awards recognizing excellence in customer service? If so, which one?

6. How do you reward great customer service by an employee?