

# Salt Lake City International Airport



# AMBASSADOR VOLUNTEER HANDBOOK 2024



# Salt Lake City International Airport

## Ambassador Program

### Volunteer Handbook

<b>Table of Contents</b>	<b>Page</b>
WELCOME -----	1
A. ABOUT SALT LAKE CITY INTERNATIONAL AIRPORT -----	1
B. CUSTOMER S -----	2
C. REQUIREMENTS TO BE A SALT LAKE CITY INTERNATIONAL AIRPORT VOLUNTEER ---	2
D. AIRPORT SECURITY BADGE -----	2
E. REQUIRED TRAINING -----	3
F. BRIEFINGS -----	4
G. LIABILITY COVERAGE -----	4
H. PARKING BENEFITS -----	4
I. RECOGNITION/EVENTS -----	4
J. VOLUNTEER SCHEDULES -----	4
K. SHIFT PROTOCOL -----	5
L. REST PERIOD DURING SHIFT -----	5
M. VOLUNTEER ATTENDANCE -----	5
N. TEMPORARY and EXTENDED ABSENCE -----	6
O. DISCONTINUING VOLUNTEER SERVICE -----	6
P. EMERGENCY RESPONSE -----	6
Q. UNIFORMS/APPEARANCE -----	7
R. VOLUNTEER DUTIES -----	7
S. CUSTOMER SERVICE STANDARDS -----	8
T. ASSISTING INTERNATIONAL VISITORS -----	9
U. ASSISTING VISITORS WITH SPECIAL NEEDS -----	9
V. PROHIBITED BEHAVIOR -----	10
W. SOCIAL MEDIA -----	12
X. RETRAINING/DISMISSAL -----	12

# WELCOME

Welcome to Salt Lake City International Airport’s Volunteer Ambassador Program! We do a lot of things right at our airport to enhance the passenger experience through our Volunteer program. We’re confident you’ll find your volunteer experience at the Airport exciting and meaningful.

## A. ABOUT SALT LAKE CITY INTERNATIONAL AIRPORT

The Salt Lake City International Airport is operated and managed by the Salt Lake City Department of Airports, a department of Salt Lake City Corporation. Salt Lake City's Mayor, the City Council, and a nine-member advisory board of citizen volunteers oversee its affairs. The department also operates South Valley Regional and Tooele Valley Airports.

SLC is the 21<sup>st</sup> busiest airport in the United States and the 70<sup>th</sup> busiest in the world. More than 300 flights depart daily to 90 nonstop destinations. SLC is currently undergoing a \$5.1 billion redevelopment program, the first phase of which opened in September of 2020. The project is being funded by user fees – primarily by airlines serving SLC – as well as savings, car rental fees, passenger facility charges and airport revenue bonds. No local tax dollars are being spent on the project.

The mission of the Salt Lake City Department of Airports is to develop and manage a system of airports, owned by Salt Lake City, which provides quality transportation facilities and services to optimize convenience, safety and efficiency for aviation customers. The vision is to achieve excellence and unprecedented customer service in making Salt Lake City among the most convenient and efficient air transportation centers in the world.

### 1. Airport Management

An Executive Director, appointed by the Mayor, leads the management staff, assisted by eight division directors.

### 2. Funding

An enterprise fund of Salt Lake City Corporation, the Department of Airports is a self sustaining organization requiring no funding from property taxes, general funds of local governments or special district taxes. Capital requirements are met from earned surpluses, revenue bonds, passenger facility charges and Federal Aviation Administration grants under the Airport Improvement Program.

### 3. Facilities

SLC is located five miles northwest of downtown Salt Lake City. The airfield consists of three air carrier runways and a general aviation runway. Runway 16L/34R is 12,003 feet long, runway 16R/34L is 12,000 feet long, runway 17/35 is 9,596 feet long and runway 14/32 is 4,900 feet long.

There is one terminal and two concourses (A & B).

A short-term parking terrace sits adjacent to the terminal. Rental car companies are located in the Gateway Center adjacent to the parking garage. Long-term parking is located south and west of the terminal building and is serviced by shuttle buses. The shuttles run every five minutes and are free. General aviation facilities including fixed base operators are located on the east side of the airfield. All cargo companies are located on the north end of the airport campus.

Delta Air Lines operates a reservations center headquartered at the airport. Support facilities include two fire stations, an aircraft rescue and fire fighting training center, Delta and SkyWest Airlines maintenance hangars, and a convenience store complex with two restaurants.

## **B. CUSTOMERS**

Customers who travel through Salt Lake City International Airport are diverse and represent countries from around the world. Travelers may be flying for many reasons: business, military service, vacation, medical care, funeral, adoption of a child, or volunteer service. Some travelers are frequent flyers, while others may be experiencing an airport for the first time. Customers also include those waiting to meet a traveler, and those saying goodbye to loved ones. All customers may need Volunteer assistance from time to time.

## **C. REQUIREMENTS TO BE A SALT LAKE CITY INTERNATIONAL AIRPORT VOLUNTEER**

- 18 years of age or older.
- Available to serve at least 16 hours per month.
- Physically able to stand or use a mobility device throughout a four-hour shift.
- Able to pass FBI screening and qualify for an Airport security badge.
- Able to communicate effectively.
- Comply with all Airport regulations, assigned Volunteer duties, and requests and directions from staff.
- Friendly, outgoing, and able to approach customers and initiate conversations to offer assistance.

## **D. AIRPORT SECURITY BADGE**

All Volunteers are required to obtain and maintain an Airport security badge.

### **1. Issuance**

In order to be issued an Airport security badge, Volunteers are required to clear a background check, complete fingerprinting at the Access Control Office, and provide

multiple forms of personal identification required by Federal regulations. The time required to complete the background check varies on a case-by-case basis.

Volunteers must also complete the security badge training. After initial training is complete, and fingerprints have cleared security screening, Volunteers will be issued an Airport security badge. This badge allows access to areas past the security checkpoint in the terminal building.

## **2. When & Where To Wear Badge**

The Airport security badge must be worn at all times while serving as a Volunteer, whether in a public area or past the security checkpoint. Volunteers must wear the badge so it is visible above the waist, and comply with all other requirements presented in the security badge training.

Your Airport security badge may be worn only when serving as a Volunteer at Salt Lake City International Airport. Volunteers who work or volunteer for another entity at the Airport are not allowed to wear their Airport security badge designated for the Volunteer program when serving in other capacities.

Your Airport security badge is valid at Salt Lake International Airport only, and will not be recognized as an official form of ID at any other airport.

## **3. Proper and Prohibited Use of Badge**

Airport security badges may not be defaced. You may not apply stickers to, punch holes in, or write on the badge. You may never photocopy or attempt to use a photocopy version of your Airport security badge.

You must maintain personal control of your badge at all times and cannot let anyone else use it.

If your badge is damaged or lost, report it immediately to the Volunteer office at 801-575-2975. A charge to replace the lost badge may apply.

Volunteers are subject to badge inspections and are expected to follow all Airport security rules and regulations, including all rules presented in the security badge training. Violations may subject the Volunteer to citations and possible revocation of badge. Civil and criminal penalties also may apply.

## **4. Renewal of Badge**

You will be notified in advance of your Airport security badge expiration date. You must present all required identification and complete the renewal process within 30 days of the badge expiration date.

## **5. Return of Badge**

If you resign from the Volunteer program or are planning to take an extended leave of 30 days or more, return your Airport security badge to the Volunteer office immediately after your last shift. After your extended leave, the badge will be returned to you.

## **E. REQUIRED TRAINING**

New Volunteer training will consist of 2 hours of classroom training, plus 1 to 6 weeks of on-the-job training with a mentor. Classroom training will be completed first and will consist of rules and regulations, airport badge training, technology training, and an airport tour. Periodic training for updates or changes will be required as necessary.

## **F. BRIEFINGS**

All Volunteers are required to check the Volunteer office at the start of each Volunteer shift for any Airport information, changes, updates, and key reminders. The Airport Operations Manager, Customer Service, may hold a more formal briefing if needed.

## **G. LIABILITY COVERAGE**

Volunteers are covered under the Airport's self-insured liability program for any injury or damage they may cause to others during the course and scope of their Volunteer duties, as specifically set forth in Section S below. Volunteers are covered under Worker's Compensation if injured while in the course and scope of performing their Volunteer duties.

If a Volunteer is involved in an accident or an incident involving property damage or bodily injury, the accident/incident should be reported immediately to the Airport Operations Manager, Customer Service, at 801-575-2975. An incident report will be filled out by the Volunteer and the Airport Operations Manager, Customer Service.

If the Airport Operations Manager, Customer Service is not available, please call the Safety Office at 801-575-2477 to report an accident or incident.

## **H. PARKING BENEFITS**

While on duty, Volunteers may park in the designated employee parking lot at no cost. A parking pass may be issued to hang on the vehicle rearview mirror. An airport badge is required to access the designated lot.

## **I. RECOGNITION/EVENTS**

Volunteer recognition events will be held periodically, including the National Volunteer Appreciation Week and an annual Volunteer appreciation luncheon to celebrate the service Volunteers provide. In addition, Volunteers are invited to participate as guests at Airport employee events.

## **J. VOLUNTEER SCHEDULES**

The goal is to eventually have Volunteers on duty from 7:00 AM – 9:00 PM seven days per week. Typical schedules are as follows:

9:00 AM – 1:00 PM

1:00 PM – 5:00 PM

5:00 PM – 9:00 PM

The above shift schedules are subject to change based upon passenger traffic and need. Volunteers are required to sign up for shifts through the scheduling software/app.

## **SHIFT PROTOCOL**

To serve on any shift, Volunteers must meet the following requirements:

1. Be dressed in the appropriate Volunteer uniform.
2. Wear your Airport security badge in compliance with all security badge rules.
3. Sign in upon arrival.
4. Read any messages posted in the Volunteer office.
5. Proceed to assigned service area.
6. As additional “eyes and ears” for security, it is important to ensure the assigned service area is covered at all times. Volunteers must remain in assigned service area throughout the shift.
7. At the end of shift:
  - a. Sign out.
  - b. Before leaving, Volunteers are encouraged to ask questions, or share observations and experiences that can be helpful or of interest to others.

## **K. REST PERIOD DURING SHIFT**

Volunteers may take a 15 minute break during each four hour shift. To ensure optimal coverage is maintained, Volunteers should coordinate breaks at different times from other Volunteers in the same area, and take breaks during times of low activity. Keep in mind, that during a break in a public area, Volunteers may be approached by customers.

## **L. VOLUNTEER ATTENDANCE**

1. Volunteers may serve only during Volunteer program hours. Volunteers serve at least one four hour shift weekly. If a Volunteer expects to be more than 10 minutes late, please notify the Airport Operations Manager, Customer Service, at 801-575-2975. If a Volunteer is unable to come in, he/she should notify the Airport Operations Manager, Customer

Service, as soon as possible. Please leave a message, even if it is outside of the regular office hours, which are Monday – Friday, 8:00 A.M. – 4:30 P.M.

2. If a Volunteer will be going on leave/vacation, please notify the Airport Operations Manager, Customer Service t 801-575-2975. A pattern of missed shifts and/or late arrivals will negatively impact the program's ability to maintain customer service standards and may result in the discontinuation of a Volunteer's service.
3. Volunteers should stay home if they have an illness that is contagious. If a Volunteer has a medical condition that limits the ability to provide Volunteer services, a doctor's medical clearance may be required if the Volunteer wishes to continue to serve customers.

## **M. TEMPORARY and EXTENDED ABSENCE**

For temporary absences of more than 30 days, please notify the Airport Operations Manager, Customer Service, as far in advance as possible. Before leaving on the last service day, the Airport security badge must be returned as discussed in Section D.5.

## **N. DISCONTINUING VOLUNTEER SERVICE**

Volunteers may choose to discontinue providing service at any time. Any prior notice that can be given is appreciated. Volunteers must return their Airport security badge, key, parking pass, and uniform items to the Airport Operations Manager, Customer Service, upon concluding service to the program.

## **O. EMERGENCY RESPONSE**

1. If you hear audible alarms in the terminal, use your phone to contact the Volunteer office for more information. If the alarm is just a test, reassure customers there is no emergency. If an actual emergency occurs, Airport Department staff and overhead announcements will provide direction.
2. In case of an emergency, an Airport emergency response team, including Police, Fire, and Operations, will respond. Do not initiate any emergency action on your own, as it could interfere with the efficiency of the planned response.
3. If you encounter a person who seems disoriented or is in need of medical assistance, immediately call the Control Center at 801-575-2911 from any phone. Once Emergency staff has been notified, stay with or near the person until medical personnel arrive.
4. If you see a person exhibiting suspicious behavior, call the Control Center at 801-575-2911 from any phone. Do not approach or stop the person or attempt to initiate any action on your own; you are a valuable security observer, not a law enforcement official.

5. Should a customer become verbally or physically abusive, get to a safe location immediately and then call the Control Center at 801-575-2911.
6. If you see an unattended bag, ask those in the surrounding area if it belongs to anyone present. If the bag is unclaimed, call the Control Center at 801-575-2401. Do not touch or handle the unattended bag.
7. If you witness customers whose actions may be a safety concern, such as taking a stroller or luggage cart on an escalator or moving walkway, politely explain the hazard to them. However, do not physically or verbally restrict them from these actions.
8. Immediately report any safety hazard (liquid spills, torn carpet, chipped tiles, debris on the floor, non-working lights, elevators, escalators, etc.) to the Control Center at 801-575-2401.

## **P. UNIFORMS/APPEARANCE**

It is important that all Volunteers maintain a neat appearance that is consistent with program standards. Volunteers will be issued a uniform shirt and jacket with the “Ambassador” logo, which must be worn when on duty. Volunteers should wear black, khaki or navy pants or skirt and comfortable shoes. Nice jeans that are in good condition (no rips, fraying or excessive fading) may be worn. Pants/skirts and shoes are not provided to Volunteers.

## **Q. VOLUNTEER DUTIES**

**Be familiar with assigned Volunteer duties. Exceeding the assigned duties, even when trying to be helpful, could be outside the scope of insurance coverage and worker’s compensation protection.**

Volunteer duties are as follows:

1. Answer general questions regarding transportation options; direct customers to ground transportation, car rentals, public transportation.
2. Direct customers to correct boarding gate according to the customer’s boarding pass, or to proper baggage claim.
3. Answer questions about where food and beverage, retail establishments, and restrooms are located.
4. Report security violations.
5. Report medical emergencies. Volunteers should not provide medical treatment unless trained to do so. Airport employees are trained to provide first aid until paramedics arrive.

6. Direct customers to luggage carts. Do not carry or transport passengers' luggage.
7. Request wheelchair service when needed by calling 801-744-4292. Do not push customers in a wheelchair.

## **R. CUSTOMER SERVICE STANDARDS**

1. Make eye contact, offer a friendly greeting, smile often, and be approachable with a welcoming posture. Be empathetic and understanding. Stress, frustration, or unfamiliarity with our airport may heighten a customer's anxiety, especially when under time constraints and while waiting in lines.
2. Listen carefully to questions and ask for clarification so you are able to completely understand the customer's needs. Speak slowly and clearly to ensure customers understand you. Do not argue, insist on the last word, or interrupt customers.
3. Be knowledgeable and informed. Review the briefing information for updates and information located at the Information Desk. If unsure of an answer to a customer question, don't guess. Offer to find the answer.
4. Be specific and use maps, brochures, and other printed materials to assist customers.
5. For customers who may need to make a quick, local phone call, direct them to a courtesy phone or to the Information Desk for assistance. Don't offer to let customers use your personal phone.
6. Please restrict eating (other than a few crackers, a protein bar, etc.) to your break time. Chewing gum or tobacco is not permitted while serving at your assigned service area. A drink may be carried and consumed during a shift.
7. You may move around assigned area to assist customers, rather than standing in one spot. If you must leave your assigned area for more than 10 minutes to assist a customer, please put up a "Will return shortly" sign.
8. When working at the Information Desk, stand when customers approach. It is acceptable to sit while customers are not present. Do not sleep, lean, or sit on counters.
9. If customers request help carrying luggage, direct them to the luggage cart areas.
10. If customers request assistance locating a gate or terminal, first ask to see their boarding pass or itinerary so you can direct them to the correct location.
11. Receiving feedback from customers is important to Salt Lake City International Airport's customer service mission. Listen attentively and don't interrupt when receiving feedback

or a complaint. An attempt at an explanation, if given too early, can be interpreted as argumentative. Don't take a customer's frustrations personally; let him/her "vent" and then offer assistance. Validate the person's feelings: for example, "I am sorry you have had such a difficult time. Maybe I can help." Or empathize with the customer with a statement such as, "I can see how that would have been frightening, frustrating, or embarrassing."

12. Brief the Airport Operations Manager, Customer Service, about any concerns, complaints, or suggestions.
13. Volunteers who have a concern about the program, the staff, another Volunteer, or an Airport or airline employee, should engage in honest and respectful dialogue to resolve the issue directly. If this is unsuccessful, the next step is to bring the matter to the attention of the Airport Operations Manager, Customer Service.

## **S. ASSISTING INTERNATIONAL VISITORS**

1. Face the person to whom you are speaking and make eye contact. Speak slowly and clearly, but do not speak louder than normal.
2. Avoid the use of double negatives, slang, or American colloquialisms that can confuse customers not familiar with the English language.
3. Point to signs and use international symbols when available. Be aware that pointing with one finger may be considered rude in some cultures. It's recommended that Volunteers use two fingers, an open palm, or gesture when directing a passenger.
4. When translation assistance is needed call the Control Center at 801-575-2401 to locate an employee or Volunteer who speaks the needed language or to connect you with translation services. For a Spanish assist, you may also call the Terminal Supervisor at 801-575-2430 to see if a Landside/Terminal employee who speaks Spanish is available to help.

## **T. ASSISTING VISITORS WITH SPECIAL NEEDS**

Salt Lake City International Airport (SLC) has facilities and services to accommodate those with functional needs or that need extra help. Some of these include wheelchairs with attendants, accessible restrooms, shops and restaurants. Elevators are located near the stairs and escalators. Wheelchair service is arranged through the airlines and airport personnel are available to assist customers. To request wheelchair service call 801-744-4292. TSA Cares is a program to help travelers with disabilities through security check points. Passengers can call TSA Cares at 1-855-787-2227.

SLC Airport also participates in the Sunflower Program to help passengers with hidden disabilities such as autism or anxiety. Sunflower lanyards and wristbands are available at the main Information Desk. The sunflower lanyards and wristbands put airport personnel on notice that the individual may need a little extra help or time.

Familiarize yourself with the following resources:

- **Accessible Restrooms:** Restrooms throughout the airport are fully accessible. However, larger family restrooms can be found adjacent to the restrooms. Portable adjusting tables are available upon request by calling Airport Control at 801-575-2401.
- **Areas of Accessible Exits:** During an emergency that requires evacuation, direct anyone who is not able to use stairs to the nearest accessible exit, if possible.
- **Service Animals:** TSA tips on traveling with service animals are available on the TSA website at [www.tsa.gov/travel/special-procedures](http://www.tsa.gov/travel/special-procedures). Direct customers who have service animals to Pet Relief Areas. There is one animal relief station located outside of the airport on the west side of the terminal on the ground level and three within security. They are located in Concourse A near gate A9 and near gate A34, and in Concourse B near gate B20.
- **Oxygen:** Customers traveling with oxygen should discuss this with the airline for specific requirements. They can also visit the TSA website at [www.tsa.gov/travel/special-procedures](http://www.tsa.gov/travel/special-procedures) for information on taking oxygen through security checkpoints.
- **Paging:** Contact the Control Center at 801-575-2401 for paging needs. The page will be announced throughout the airport.
- **Accessible Parking:** Accessible parking is available in the parking garage on all levels nearest the main entrances to the terminal, and next to each shuttle stop in the economy parking lot. Shuttle buses are wheelchair accessible.
- **Wheelchairs:** Customers may arrange for a wheelchair in advance by calling 801-744-4292. If a customer has not made prior arrangements, Volunteers may request a wheelchair for the customer by calling 801-744-4292.

If a customer is requesting help outside the Volunteer duties, please direct the customer to an Airport Terminal/Landside Specialist for assistance.

## U. PROHIBITED BEHAVIOR

Customer safety and security is extremely important. Those who engage in any of the prohibited behaviors outlined below may be asked to leave the Volunteer program. Criminal or civil penalties also may apply to any violation of federal, state, or city laws or Airport policies, rules, and regulations. Volunteers must become familiar with the following prohibited behaviors:

1. Do not accept any items from passengers, including tips and gifts.

2. Do not hold any animals, on or off a leash. If needed, direct passengers to the pet relief area.
3. Do not bring customers to the Volunteer offices. If you are unsure how to assist a customer, call the Airport Operations Manager, Customer Service, at 801-575-2975, or the Control Center at 801-575-2401.
4. Volunteers may use a personal smart phone or tablet to look up flight or area information for a customer, but refrain from personal use of these devices while serving. If Volunteers need to make, or answer, a personal call, they should step out of view to make a quick call.
5. Volunteers should become familiar with all the available service providers – such as airlines, restaurants, shops, and transportation service providers. However, **Volunteers should never recommend one service over another, or comment on quality of service.**
6. Do not contradict another Volunteer when he/she is speaking to a passenger. If the information another Volunteer is giving may be incorrect, Volunteers may diplomatically inject themselves into the conversation and offer the correct information. If confusion persists, contact the Volunteer office or the Control Center for help.
7. Do not engage in any actions that are disrespectful, discriminatory, or unprofessional towards the staff, other Volunteers, or customers, including sexual harassment, which is prohibited by Salt Lake City. Sexual harassment can involve deliberate or repeated comments, gestures, jokes, or physical contact of a sexual nature that create an intimidating, hostile, or offensive work environment.
8. Do not perform the responsibilities of Department of Airport employees or employees of companies doing business at the Airport. Examples include: pushing customers in wheelchairs, assisting with luggage, changing stanchion lines, or moving a customer forward in line at a security checkpoint and any other area. Please ask for help from the appropriate service providers.
9. Do not serve while under the influence of alcohol or recreational drugs. Also, do not serve while taking any medication that affects your ability to serve.
10. Do not interfere with any medical or police action or emergency.
11. Do not engage in unlawful use of an Airport security badge, as detailed in the Airport Security Badge policy and training.
12. Do not deface Airport property.
13. Do not touch, open, or move an unattended bag.

14. Do not escort customers to any parking area.
15. Do not transport a customer in your personal vehicle or get into a customer's vehicle.
16. Do not conduct media interviews without authorization from the Airport Public Relations Division.
17. Do not mail anything for customers.
18. Do not assist with a customer's luggage.
19. Do not watch anyone's children, luggage, or vehicle for any length of time.
20. Do not take possession of customers' valuables or offer to hold any customer item anywhere, including Lost and Found, information desks, or the Volunteer office.
21. Do not carry a weapon while serving.

## **V. SOCIAL MEDIA**

If you identify yourself on social media as an Airport Volunteer or Ambassador, or post pictures of yourself on social media wearing an Ambassador uniform, you are portraying yourself to some extent as a City and Airport representative and are responsible for representing the City in a professional manner. Volunteers are strictly prohibited from making social media postings that contain confidential, proprietary, security sensitive, or any other non-public information obtained in the course and scope of the Volunteer assignment. Volunteers must avoid postings that could invade the privacy of others, including showing or naming Airport employees, other Volunteers, or members of the public obtained within the course of your volunteer assignments.

Volunteers are not City employees, but Volunteers should understand and act in accordance with the City's Social Media policy. Volunteers whose actions on social media are inconsistent with this policy may be terminated as Volunteers. The City also reserves the right to take appropriate legal action against Volunteers who engage in prohibited or unlawful conduct. The City's Social Media Policy is attached for your reference.

## **W. RETRAINING/DISMISSAL**

If a Volunteer does not follow program requirements, the Airport Operations Manager, Customer Service, may conduct counseling sessions, suggest refresher training, or suspend Volunteer service.

If the Airport Operations Manager, Customer Service, that the behavior is not corrected, the Volunteer may be asked to leave the program permanently.