

**SALT LAKE CITY
DEPARTMENT OF AIRPORTS
VOLUNTEER HANDBOOK**



AMBASSADOR

Salt Lake City International Airport

Ambassador Program

Volunteer Handbook

Table of Contents	Page
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 -----	4
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. 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.

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 that does not receive funding from local taxes, general funds of local governments, or special district taxes. Capital requirements are met from Airport generated income, revenue bonds, passenger facility charges and Federal Aviation Administration grants.

3. Facilities

Salt Lake City International Airport 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.

The Airport has two terminals, five concourses (G, F, C, D, & E), and 71 aircraft gates. Delta Air Lines, KLM, and SkyWest Airlines operate from Terminal Two. All other airlines serving Salt Lake City use Terminal One. In addition to scheduled international service, the International Terminal services chartered flights and houses United States Customs.

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

Two fire stations, a convenience store, and a United States Post Office are located on the airport campus.

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 each terminal.

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 4 hours of classroom training, plus 3 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, customer service 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 briefing book 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.

H. PARKING BENEFITS

While on duty, Volunteers may park in the designated employee parking lot. A parking pass, hung on the vehicle rearview mirror, is required, as well as an airport badge to access the 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

Volunteers will be assigned one of the following shifts:

9:00 AM – 1:00 PM

1:00 PM – 5:00 PM

The above shift schedules are subject to change based upon passenger traffic and need. Based on Volunteer availability and the Airport needs, all Volunteers may be assigned a recurring shift for their service.

A Volunteer call list is maintained in order to fill key shifts during a shift when several Volunteers are absent.

K. 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. Sign out a phone for use during the shift.
5. Read any messages posted in the briefing book.
6. Proceed to assigned service area.
7. 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. Move around assigned area to assist customers, rather than standing in one spot.
8. At the end of shift:
 - a. Return phone to the Volunteer office.
 - b. Sign out.
 - c. Before leaving, Volunteers are encouraged to ask questions, or share observations and experiences that can be helpful or of interest to others.

L. 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 in the Volunteer office or the public area. During a break in a public area, Volunteers may be approached by customers because of the uniform.

M. 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 complete a “Notice of Leave” form. 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.

N. 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.

O. 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, parking pass, and uniform items to the Airport Operations Manager, Customer Service, upon concluding service to the program.

P. 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, etc.) to the Control Center at 801-575-2401.

Q. 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 or khaki pants or skirt and comfortable shoes. Pants/skirts and shoes are not provided to Volunteers.

R. 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’ baggage.
7. Request wheelchair service when needed by calling 801-647-5159. Do not push customers in a wheelchair.

S. 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 prior to leaving the Volunteer office to serve. 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 an information desk for assistance. Inform customers that long-distance calls may be made from courtesy phones using a calling card.
6. Please restrict eating to your break time. Chewing gum or tobacco is not permitted while serving at your assigned service area. Water may be carried and consumed during a shift.
7. 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, contact the Volunteer office at 801-575-2975.
8. When working at an information counter, stand when customers approach. It is acceptable to sit while customers are not present. Do not sleep, lean, or sit on counters, or on railings while at assigned service area.
9. The Volunteer phone should be used to support customer services and ensure you are reachable while on duty for safety and security reasons.
10. If customers request help carrying luggage, direct them to the luggage cart areas, or ask if they want a Skycap to assist them.
11. 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.
12. 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."

13. Brief the Airport Operations Manager, Customer Service, in person if possible about any concerns, complaints, or suggestions, or write them down and leave in the Volunteer offices.
14. 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.

T. 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 with the phone 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.

U. ASSISTING VISITORS WITH SPECIAL NEEDS

Familiarize yourself with the following resources:

1. **Accessible Phones:** Hearing aid compatible, amplified, and text telephones (TTY) are available in both terminal lobbies and at least one on each concourse. Call the Control Center at 801-575-2401 for Local Relay.
2. **Accessible Restrooms with Caregiver Access:** Each terminal lobby has at least one family assisted restroom. In addition, there is one on Concourse B, two in Concourse C, one in Concourse E, and one next to checkpoint 3.

3. **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.
4. **Service Animals:** TSA tips on traveling with service animals are available on the TSA website at www.tsa.gov/travel/special-procedures. Direct customer who have service animals to the Pet Relief Areas located on the F Concourse near Gate F13 and E Concourse near Gate E1. In addition, Pet Relief Areas are located on the terminal fronts near the parking structure, and one in between Terminal 2 and the International Terminal.
5. **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 for information on taking oxygen through security checkpoints.
6. **Paging:** Contact 801-575-2401 for paging needs. The page will be announced throughout the airport and is placed on the flight information monitors.
7. **Accessible Parking:** Accessible parking is available in the parking garage on all levels nearest the main entrances to the terminals, and next to each shuttle stop in the economy parking lots. Shuttle buses are wheelchair accessible.
8. **Wheelchairs:** Customers may arrange for a wheelchair in advance by calling 801-647-5159. If a customer has not made prior arrangements, Volunteers may request a wheelchair for the customer by calling 801-647-5159.
9. If a customer is requesting help outside the Volunteer duties, please direct the customer to an Airport Landside Operations Officer or an Airport Operations Specialist for assistance.

V. 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 Volunteer office 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, and going back to the office is not convenient, 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.

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, determines that refresher training is not successful or the behavior is not corrected, the Volunteer may be asked to leave the program permanently.