

**For Immediate Release**

February 9, 2001

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## **New Airport Ambassadors take flight at DFW**

DALLAS/FORT WORTH AIRPORT, TEXAS (February 9, 2001)— “Welcome to DFW Airport! May I be of assistance?” At DFW International Airport, those welcoming words are being heard more and more frequently as passengers encounter members of the airport’s Volunteer Ambassador Program. The Ambassador Program is a customer service initiative established in 1998 by the DFW Airport Board, which places friendly, knowledgeable volunteers around the airport to assist passengers as they arrive to Dallas.

This year the airport is proud to train 45 new volunteers who signed up for the program. During a two part training session, the volunteers will receive extensive instructions concerning airport operations, airline procedures, terminal facilities and tourism information designed to prepare them for the many questions travelers may ask.

The training sessions will begin on Saturday, February 10 through February 22 in the airport’s Maintenance Training Room, located at 3010 East Airfield Drive.

During training, the volunteers will receive an extensive tour of some of the airport’s newest facilities, which include Flight Safety International, Car Rental Facility, Taxi Queue Facility and Capital Development Program Building.

Those who successfully complete the training will receive a western-style hat, a green jacket and several large buttons, which say “Ask Me – I’m an Airport Ambassador!”

“DFW Airport is proud to offer the Ambassador Program to our travelers. We want to make the airport as convenient as possible. I believe the customer service satisfaction our passengers receive from our volunteers provides lasting memories of our great state and airport,” said Jeff Fegan, CEO of DFW International Airport.

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Currently, there are more than 400 volunteer ambassadors at DFW Airport. They come from all walks of life and range in age from college students to retirees. The volunteers speak a combined total of 16 different languages, including Spanish, French, Italian, Japanese and German.

DFW International Airport is the world's third busiest airport, serving 60 million passengers a year with nonstop service to 129 domestic and 31 international destinations worldwide. For real-time flight information, parking availability or further details regarding the many services provided at Dallas/Fort Worth International Airport, log on to [www.dfwairport.com](http://www.dfwairport.com).

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***Editor's Note:*** Here are the directions to the airport's Maintenance Training Room on 3010 East Airfield Drive. We have also included the dates and times of the training sessions.

***From the South airport entrance:***

Drive north on International Parkway exiting to the right on the northbound service road. Follow signs to South Shuttle Parking. ***(You will not go through the ticket plaza.)*** When you reach East Airfield Drive, turn right and proceed past the South Shuttle Parking facility and the Rental Car Return areas, about 2.5 miles along Airfield Drive. You will see street signs for East 30<sup>th</sup> street and then East 29<sup>th</sup> street. Just beyond E. 29<sup>th</sup> Street, turn right into the drive for the Airport Maintenance building marked 3010. Park to the right of the building. ***Look for red and white yard signs along the road that say "Ambassador Program". They will help guide you to this location.***

***From the North airport entrance:***

Drive south on International Parkway and exit to the right on the southbound service road. ***(You will not go through the ticket plaza.)*** Proceed south on the service road approximately 4.4 miles to the East/West Airfield Drive turnoff that loops to the right. At Airfield Drive, turn right (east) and proceed past the South Shuttle

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Parking facility and the Rental Car Return area about 2.5 miles along Airfield Drive. You will see street signs for E. 30<sup>th</sup> street and then E. 29<sup>th</sup> street. Just beyond e. 29<sup>th</sup> street, turn right into the drive for the Airport Maintenance building marked 3010. Park to the right of the building, outside the fenced area. ***Look for red and white yard signs along the road that say “Ambassador Program.” They will help guide to this location.***

### ***Training Session Schedule***

#### Training Session 1

February 10 from 9 a.m. – 6 p.m.

February 13 from 9 a.m. – 6 p.m.

February 15 from 4 p.m. – 10 p.m.

#### Training session 2

February 17 from 9 a.m. – 6 p.m.

February 20 from 9 a.m. – 6 p.m.

February 22 from 4 p.m. – 10 p.m