



July 13th, 2015

GAIA Inc commits to improve customer service to airport users

Put our guests first!

This was the commitment made by management and supervisors of Grantley Adams International Airport Inc at the end of a four day executive training workshop last week.

The training was led by Joanne Paternoster, Chief Executive Officer of the U.S based training company, Butterfly Consulting who coach participants on techniques for improving customer service to GAIA's two million passengers and other airport users.

During the first three days, management undertook a critique of the customer service operations of GAIA and developed a new brand statement which they said would drive any future customer service delivery plan for the airport.

Among the topics covered were, defining elements of an airport brand, strategic airport branding, airport customer services best practices, why should airports build a brand, where to begin to create/ enhance airport service culture and the role of airport service standards.

The almost 50 employees were drawn from the Security, Custodial, Engineering, Operations, and Administrative departments.



Pix: Participants who took part in the GAIA Inc Executive Customer Service Workshop