

RDU Vision Statement- To Deliver A World Class Airport Experience.

The Raleigh-Durham Airport Authority (Authority), in cooperation with its internal departments and business partners, adopts these Service Standards for the benefit of all airport customers. It is the desire of the Authority to have all commercial vehicle operators possessing an RDU permit meet and/or exceed these standards.

1.0 Courtesy, Awareness and Efficiency

- 1.1.1 Be capable of communicating adequately when in contact with customers.
- 1.1.2 Greet all customers in a courteous and professional manner and maintain appropriate eye contact.
- 1.1.3 Display a positive attitude toward customers and fellow employees at all times.
- 1.1.4 Project a pleasant, friendly and attentive demeanor at all times.
- 1.1.5 Maintain appropriate body language and a pleasant tone of voice while conversing with a customer and fellow employees to create a positive climate.
- 1.1.6 Use proper and courteous vocabulary and tone of voice with customers. Use words such as “please,” “yes,” “hello,” and “thank you.”
- 1.1.8 Assure that the customer’s needs are met by providing or calling for the appropriate services, even when those needs are outside the employee’s specific job scope.
- 1.1.9 Be well-informed, capable of providing directions and information using clear and understandable terms. Know how to obtain requested information or services for customers and provide accurate information.
- 1.1.10 Remain calm when encountering an upset customer and never argue with a customer.
- 1.1.11 Listen, show empathy, and offer a solution or an adequate alternative when dealing with a dissatisfied customer. If unable to satisfy the customer or resolve the issue, direct the customer to the immediate supervisor.
- 1.1.12 Refrain from using foul or inappropriate language at all times.
- 1.1.14 Smoke only in designated exterior areas.
- 1.1.15 Be alert and attentive at all times.
- 1.1.21 Know where and how to obtain assistance in order to respond to medical and operational emergencies and respond effectively and efficiently.
- 1.1.22 Maintain professional composure in all customer interactions.
- 1.1.24 Respond to customer inquiries in a timely manner. All customer inquiries are expected to receive a response or acknowledge within 48 hours or two business days from receipt.

12.0 Partnership

- 12.1.1 Maintain an attitude or mindset that encourages relationship building.
- 12.1.2 Assist in making every passenger’s experience a positive one.
- 12.1.3 Make every effort to satisfy a customer’s needs, even when those needs are outside the employee’s specific job scope.
- 12.1.4 Use all available resources to assist each passenger.

12.1.5 Show a willingness to provide assistance when necessary to ensure total customer satisfaction.

12.1.9 Serve as an example and operate as a reminder of proficient, exceptional service.

12.1.13 Take pride in the service offered at RDU.

12.1.15 Never allow a customer to hear “It’s not my job,” because taking care of our customers is everyone’s job.

12.1.16 Recognize and respect the diversity of our airport community. Acknowledge that

all RDU employees, tenants, air carriers, Authority staff and subcontractors are our internal customers and strive for positive, collaborative working relationships.

Keep this for your records. Contact the Ground Transportation Office if you have questions. 919-840-7530

PERMIT INFORMATION

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