



ABOUT DETROIT METROPOLITAN AIRPORT

Detroit Metropolitan Wayne County Airport (DTW) welcomed more than 35 million passengers in 2017 and is one of the world's leading air transportation hubs. With service from 13 scheduled passenger airlines, Michigan's largest airport offers more than 1,100 flights per day to and from more than 140 non-stop destinations on four continents. With two award-winning passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin Hotel, DTW is among the world's most efficient, customer friendly and operationally capable airports in North America. DTW is operated by Wayne County Airport Authority, which also operates nearby Willow Run Airport – an important corporate, cargo and general aviation facility. The Airport Authority is entirely self-sustaining and does not receive tax dollars to support airport operations.

Visit www.metroairport.com
for more information



DETROIT METRO • WILLOW RUN
WAYNE COUNTY AIRPORT AUTHORITY



AIRPORT AMBASSADOR VOLUNTEER PROGRAM



Detroit Metropolitan Airport
Wayne County Airport Authority
11050 Rogell Drive, #602
Detroit, MI 48242

www.metroairport.com



AIRPORT AMBASSADOR VOLUNTEER PROGRAM



To learn more about becoming an Airport Ambassador Volunteer, visit www.metroairport.com/volunteer

Or email AirportAmbassador@wcaa.us

Wayne County Airport Authority invites you to join its friendly team of Airport Ambassador Volunteers. Identified by their distinctive blue uniforms, our Airport Ambassadors can be found throughout Detroit Metropolitan Airport providing a variety of vital services, whether originating from an Information Booth or as a Mobile Volunteer.

Our volunteers serve as information resource specialists equipped to assist passengers with finding their way, flight status, baggage claim, gate locations, ground transportation, lost & found as well as providing directions for regional visitors to conventions and local events. Volunteers are often chosen to help the airport staff with a variety of duties during special events and the holidays. Our volunteers have a well-earned reputation for extending prompt and courteous assistance.

Volunteer Perks include:

- Convenient and free parking in a secured employee parking area
- Special discounts on airport retail and food items
- Volunteer recognition functions and service awards

Shifts needed:

Our information booths are open from 8:00 AM until 8:00 PM, 7 days per week, 365 days per year.

Airport Ambassadors are asked to volunteer a minimum of 4 hours per week.

Qualifications:

Airport Ambassadors should be great problem solvers - able to work well with a variety of people and personalities, willing to assist others, effective communicators, reliable, committed and able to remain calm under pressure.

Airport Ambassador Volunteer Testimonials:

"I volunteer because I enjoy the interaction with people, and I usually get an immediate response (thank you) when I help someone with a problem or issue. This gives me the satisfaction of knowing that I have made a difference. Also by being friendly and positive, I help give visitors to Metropolitan Detroit a good first impression."

"Volunteering at the airport gives me the opportunity to be in the atmosphere I love, interact with flight crews and learn more about how an airport is run. It energizes me!"

"I volunteer because I like being at the airport, people watching and talking with passengers from different sections of the country. Most of all I like the feeling good that comes from helping people in need."

"I love being in the airport and seeing, meeting and helping travelers...welcoming them to Detroit. There's nothing like a Thank you so much! or even a hug from someone I have helped out. Nothing like the smile of a child when I offer them some wings. Nothing like seeing the reunion of a grandfather and grandson that haven't see each other for two years. Nothing like greeting business people, welcoming them to Detroit."

"I have been able to help some pretty distressed travelers, and that is a great feeling!"

