

Airport Consultative Committee Meeting

Presentation by the Board Chair

March 5, 2019

Exceptional Customer Service

Dear Sir/Madam,

On Saturday 16th we arrived at YYJ at about 11am on Air-Transat from Cancun.

A wheelchair lady met us and helped my wife. She then helped me with the bags to the car in the snow. The car was covered in snow + she cleared it with her gloved hands. All the while in deep snow from the plows.

She then stood by my wife until I returned. She was exemplary + very pleasant too.

Also when went to pay the parking fee there was a problem with the machine.
PTO machine.

The man in the booth was very helpful in the process.

Both people are thanked by us for exceptional service + care.

Please inform them of our thanks.

Sincerely Fred + Carole