

# Catch Us SOARING!

**Our mission is to create an exceptional travel experience for our passengers, and growth and prosperity for all of West Michigan. We carry through our mission by embracing our values:**

- S – Safety**
- O – Our Customers**
- A – Accountability**
- R – Respect**
- I – Integrity**
- N – New Ideas**
- G – Growth**

This customer service recognition program is exclusively for Gerald R. Ford International Airport Authority employees and its facility partners. We always want to deliver the greatest customer service experience, so if you catch one of our employees SOARING, please nominate them and tell us what value they showed, and how they went above and beyond to give you a memorable experience. Thank you!

Your Name: \_\_\_\_\_

Your Email Address/Phone: \_\_\_\_\_

Name of Employee You Wish to Nominate: \_\_\_\_\_

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Company Employee Works For: \_\_\_\_\_

Which Value(s) Did the Airport Employee Show: \_\_\_\_\_

Describe Location in Airport: \_\_\_\_\_

Tell Us About Your Positive Experience: \_\_\_\_\_

\_\_\_\_\_

