

FOR IMMEDIATE RELEASE:

MBJ Airports Limited Launches its Customer Experience (CX) Programme with Award Ceremony

Montego Bay, Jamaica, 10 February 2023/MBJ Media// Sangster International Airport (SIA), Jamaica's leading gateway to the world operated by MBJ Airports Limited, launched its Customer Experience Transformation Programme (MBJ|CX) on Wednesday February 8, 2023.

Two of the areas currently included in the programme which were the highlight of the evening's activities were the Customer Experience Excellence Award Ceremony and its "C-SWAT" - Customer Service Willing & Available Team programme.

The award ceremony hosted by MBJ Airports Limited Customer Experience Team (MBJ|CX), was held at the Sangster International Airport - New Domestic Terminal. Fifty (50) members across twenty-one (21) companies within the Team Sangster Community were recognized for their outstanding customer experience provided to both internal and external customers.

MBJ|CX Excellence Awards Program recognizes members across different sectors of the airport community, who have made a positive impact on customers throughout the year. Awardees were selected from customers' commendations or experiences submitted on our **Online Customer Feedback Platform**, as well as nominated by personnel across departments at MBJ. MBJ|CX Excellence Awardees must have "Gone the Extra Mile" (GEM) to improve or make a positive impact on the customer experience of passengers, guests, and stakeholders. All airport employees are eligible to be nominated or awarded.

"We have renewed our focus on customer experience. Our aim is to deliver exceptional hospitality class service to our customers and ensure their experience is stress-free, enjoyable, memorable, and seamless." Commented Alexia Williams-Walcott, Customer Experience Coordinator, MBJ Airports Limited.

The Customer Experience Programme "C-SWAT" - Customer Service Willing & Available Team are on the ground during operational hours to identify customers who require assistance and are readily available and willing to assist customers throughout the airport. They are easily identifiable in yellow jackets and endeavour to exceed customer expectation.

Nicole Hall, Operations Manager for MBJ Airports Limited added that the "MBJ|CX brand promises to collaborate with SIA's stakeholders to deliver programmes that meet and exceed our customers' expectations at every step of their airport journey." The Customer Experience programme will extend to Customer Service orientation and training to all stakeholders.

"Sangster International Airport is the main gateway for tourists visiting Jamaica, and an essential transport and logistic infrastructure for our country. As such it is our aim to operate at world-class standards offering an experience that not only embodies the vision and mission of MBJ but one that exceeds the expectations of our customers while showcasing our culture and true Jamaican hospitality." Stated Shane Munroe, Chief Executive Officer, MBJ Airports Limited.





Excellence Awardees

Recognition of Service

Airside Operations

Andrew Francis – GCG Ground Services
Yohanne Young - GCG Ground Services

Concessionaires

Alvin Smith – ECL
Orville Brooks – ECL
Romario Vernon – ECL
Watalecia Walker – ECL

Ground Transportation

Danique Forbes - Club Mobay
Jennovine Williams – Club MoBay
Latoya Campbell - Couples
Rushanna Archer - Global Exchange
Nicardo Parkin - TUI Group
Neville Allen – Tropical Tours
Odane Clarke – Amstar DMC

Government Agencies

Maurice Jackson - JTB
Oliver England – JTB

Terminal Operations

Adrian Hill – Secure-Wrap
Tajae Salmon – GCG
Denise Wellington – Southwest
Shantae Harris - Southwest
Norris Morrison - JACDEN
Percival Evans – Red Cap
Clive Brown - JACDEN
Leroy Hutchinson - JACDEN
Otis Myles – Red Cap
Kenroy Wright – Red Cap
Jahmar Darmand – American Airlines
Peta Gaye Henry – Club MoBay

Recognition of Service Continued

Terminal Operations

Orane Wright - American Airlines
Joycelyn Morgan – JACDEN
Rose May Crew – JACDEN
Sandra Barnes – JACDEN

Security

Johnise Williams – Port Security
Deandra Hill – Longport
Carey Binns – Port Security

MBJ/CX Awardees

Airside Operations

Lloyd Howard – Eulen America

Concessionaires

Denny Morris – Express Catering Limited

Ground Transportation

Kerry Ann Hamilton – Amstar DMC

Government Agencies

Aldith Wisdom - Jamaica Customs Agency

Terminal Operations

Damian Wood – AJAS Aviation Services
Carlton Stewart – Secure-Wrap
Fredrick James – JACDEN

Security

Yashemabeth Brissett – Port Security

Voice of Our Customers Awards

Alden Beckford – PICA
Karl Rayson – Jamaica Customs Agency
Shanah Barrett – Delta Airlines
Britney McCarthy – Delta Airlines
Diana Artwell – McCarthy – Air Canada
Judith James – MBJ Airports Ltd
Edmund McBean – GCG Ground Services
Kristina Bucchas – Eulen America.





Awardees at the MBJ|CX Ceremony



“C-SWAT” - Customer Service Willing & Available Team

About Sangster International Airport:

Sangster International Airport (IATA: MBJ, ICAO: MKJS) is an international airport located 3 mi (4.8 km) east of Montego Bay, Jamaica. The airport is capable of handling nine million passengers per year. It serves as the most popular airport for tourists visiting the north coast of Jamaica. The airport is named after former Jamaican Prime Minister Sir Donald Sangster.

About MBJ Airports:

MBJ Airports Limited, the operator of Sangster International Airport, connects Jamaica to more than 60 international destinations. A record 4.7m passengers used the airport in 2019. MBJ operates SIA under a 30-year concession awarded in 2003 and the airport provides employment to more than 7,500 persons. SIA has been named the Caribbean’s Leading Airport by World Travel Awards for 14 years.

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