

PHL Works Customer Service Standards & Behaviors

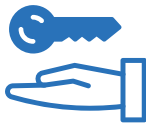
At PHL, together we elevate the airport experience, offering meaningful interactions that make each guest feel welcomed, valued and appreciated.



Welcoming

I create PHL-friendly experiences

- Welcome everyone with eye contact and a friendly greeting
- Demonstrate positive body language
- Be approachable and proactive
- Be helpful with clear communication
- Be visible and wear your badge proudly



Ownership

I am responsible for my action and follow through

- See something, say something and DO something
- Find a way to assist and resolve
- Fix what you can, elevate what you can't



Respectful

I put people first in everything I do

- Appreciate everyone's uniqueness
- Listen to understand with patience and reassurance
- Focus on the person in front of you



Knowledgeable

I take pride in knowing my airport

- Know your airport and surroundings
- Find out if you don't know
- Connect people with knowledge and resources
- Respond to customer needs in a timely manner
- Guide the customer in the next step of their journey



Seeks to Connect

I create meaningful relationships

- Be empowered and confident
- Be a positive influence
- Be a resource to everyone to succeed
- Be kind, open and available to everyone