



CHA Airport Ambassador Program Overview

Mission Statement

“Chattanooga Airport Ambassadors are committed to providing travelers a superior customer service experience by offering timely and effective information related to the Airport and Community.”

Qualifications

Ambassadors must:

- Work well with people
- Have good communication skills
- Be committed to customer service
- Have outgoing personality
- Be reliable
- Be physically able to perform volunteer duties

Customer Service Duties

While on duty, Ambassadors will:

- Provide directions
- Report traveler feedback
- Assist at Airport special events (optional)
- Respond to inquiries
- Provide community information

Commitment

Every quality program requires commitments. Ours are:

- Attend orientation session
- Participate in continuing education
- Commit to teamwork
- Work a four hour shift twice monthly (minimum)

Benefits

Being an Ambassador has its rewards! They include:

- Free parking while on duty
- Behind-the-scene tours
- Concession discounts
- Annual Volunteer Banquet

Attire

As the first impression of Chattanooga, Ambassadors must present a neat, professional appearance. The uniform consists of:

- Red vest supplied by Airport
- White shirt or blouse
- Comfortable shoes (a must)
- Volunteer nametag supplied by Airport
- Black or khaki pants/skirt
- A welcoming smile

Program Hours

Ambassadors staff the Airport from 9 a.m. to 5 p.m. Monday through Friday, with flexible weekend and holiday hours. Each shift is four hours with an additional two hours credited for travel time. Volunteers are responsible for providing their own transportation to and from the Airport.



INDIVIDUAL VOLUNTEER APPLICATION FORM

KEY INFORMATION

Date: _____
Name (last, first, middle): _____ Date of Birth: _____
Street Address: _____
City: _____ State: _____ Zip: _____
Employer: _____
Business Address: _____
City: _____ State: _____ Zip: _____
Home Phone: _____ Work Phone: _____
E-mail: _____ Fax: _____
Advanced Education or Special Job Training: _____

Previous Volunteer Experience: _____

Hobbies, Special Talents or Skills: _____

Community Affiliations: _____

Volunteer Work Objectives (check all that apply):

- Learn New Skills Meet and Work with People Explore Careers
- Use Existing Skills Help Community Fun and Relaxation
- Other: _____

Special Note: The organization is relying on the accuracy of the applicant's response and discovering information to the contrary is grounds for IMMEDIATE dismissal.

TIME COMMITMENT AND AVAILABILITY

Day(s) Available:

- Monday Tuesday Wednesday Thursday
- Friday Weekends

Time Preference:

- Mornings Afternoons Evenings

What type of schedule would work for you? _____

In case of emergency, notify: _____

Relationship: _____ Phone: _____

| |
|-------------------|
| REFERENCES |
|-------------------|

Personal Reference:

1. Name: _____ Position/Title: _____ Years Known: _____

Address: _____ Phone: _____

Community References:

2. Name: _____ Position/Title: _____ Years Known: _____

Address: _____ Phone: _____

3. Name: _____ Position/Title: _____ Years Known: _____

Address: _____ Phone: _____

Thank you for your interest in participating in the Chattanooga Metropolitan Airport's Volunteer Ambassador Program. Please mail or fax your completed application to:

Chattanooga Metropolitan Airport Authority
Volunteer Ambassador Program
1001 Airport Road, Suite 14
Chattanooga, TN 37421
(423) 855-2212 (fax)