

PDX Customer Relations

April 19, 2017

Walter Marchbanks – Customer Relations Manager



PDX COMMUNITY ADVISORY COMMITTEE

CHARTING A COURSE FOR PDX

What Makes PDX So Special?

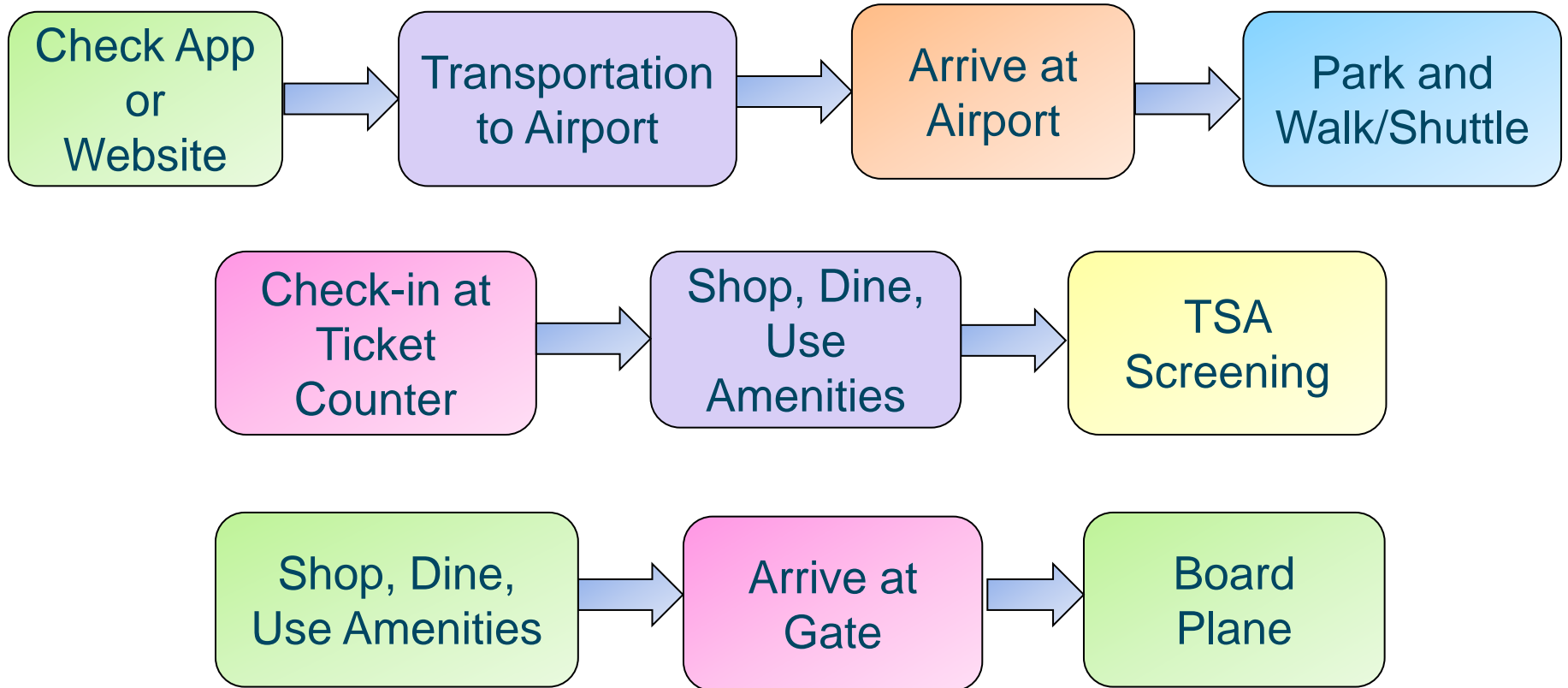
- Culture of Success
- Strategic Partnerships
- We Listen to Our Customers
- Focus on What Matters



**TRAVEL+
LEISURE**



PDX Chain of Service



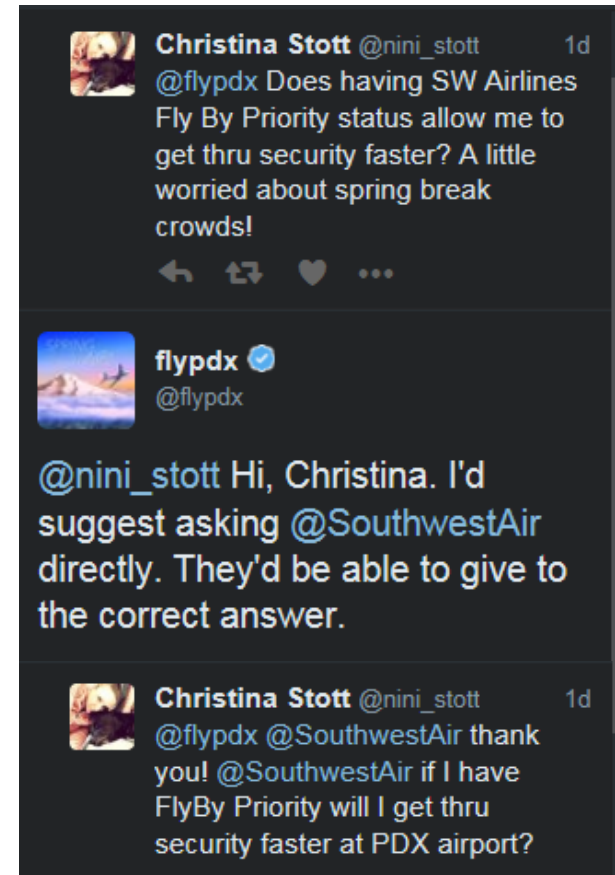
Customer Relations Overview

- **Paging & Information Center**
- **PDX Conference Center**
- **Art Program**
- **Music Program**
- **Volunteer (VIP) Program**
- **Make the Connection Program**
- **Travel Industry & Strategic Partner Liaison**



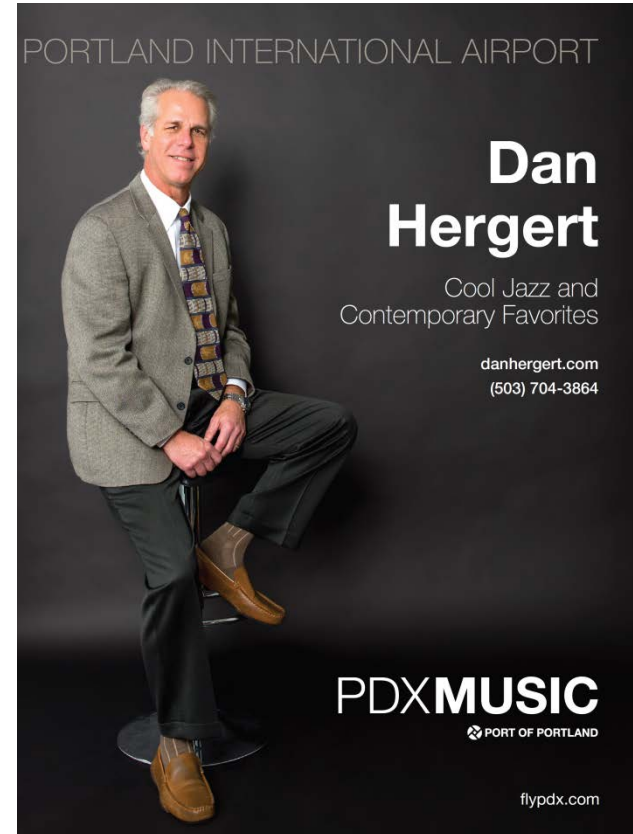
Paging and Information Center

- Open from 6am-11:30pm daily
- Serves two primary functions:
 - Responding to phone calls
 - Managing @flypdx Twitter



Music Program

- **PDX musicians are volunteers**
- **Program established in 2002**
- **30 active musicians**
- **5 current performance locations**



PORTLAND INTERNATIONAL AIRPORT

Dan Hergert

Cool Jazz and Contemporary Favorites

danhergert.com
(503) 704-3864

PDXMUSIC
PORT OF PORTLAND

flypdx.com



Art Program

- Rotating Exhibits
- Temporary Site-Specific Art
- Permanent Art
- Hollywood Theatre



Volunteer Information Program

- **Approximately 140 Volunteers**
- **Areas of Responsibility**
 - **International Flight Support**
 - **Information Booths**
 - **Volunteer Lounge**
 - **Roving Support**
 - **Special Projects**



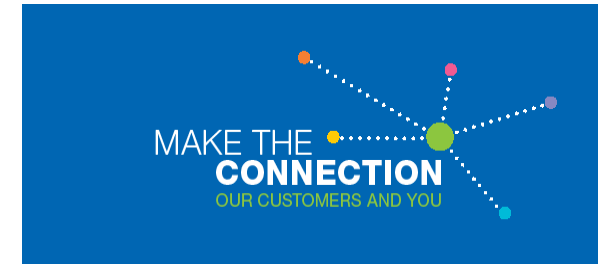
PDX Conference Center

- **10 Rooms (seating capacity from 8-120)**
- **Full-service catering available**
- **Special rates for tenants**
- **Great location!**



Make the Connection Program

- **Rolled out in February, 2010**
- **Working Committee Advisement**
- **Core Values**
- **Training/Communication/Information**
- **Recognition/Incentives**



Questions?

