



“

I love being in the airport and seeing, meeting and helping travelers... welcoming them to Detroit. There's nothing like a 'thank you so much' or even a hug from someone I have helped out.”

Detroit Metropolitan Wayne County Airport (DTW) serviced more than **23 million** passengers in 2021, amid the global COVID-19 pandemic. In 2019, DTW welcomed more than **36 million** passengers. As one of the world's leading air transportation hubs, DTW offers service from **12 scheduled passenger airlines**. Michigan's largest airport offers approximately 800 flights per day to and from more than 125 nonstop destinations on three continents. With two award-winning passenger terminals, six jet runways, and an onsite AAA Four-Diamond Westin Hotel, DTW is among the world's most efficient, customer friendly and operationally capable airports in North America.

Detroit Metropolitan Wayne County Airport earned Airports Council International's 2020 Airport Service Quality Award for **Best Airport by Size and Region (25 to 40 million passengers per year in North America)**. DTW also received the highest score among mega airports in the J.D. Power 2019 North America Airport Satisfaction Study of customers' satisfaction with the airport they traveled through and scored the highest in the security check and terminal facilities factors. Visit [jdpower.com/awards](http://jdpower.com/awards) for details. DTW is operated by the Wayne County Airport Authority, which also operates nearby Willow Run Airport – an important corporate, cargo and general aviation facility. The Airport Authority is entirely self-sustaining and does not receive tax dollars to support airport operations.

Visit [www.metroairport.com](http://www.metroairport.com) for more information.



DETROIT METRO • WILLOW RUN  
WAYNE COUNTY AIRPORT AUTHORITY

11050 Rogell Drive, #602  
Detroit, Michigan 48242



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# Airport Ambassador Volunteer Program



**The Wayne County Airport Authority invites you to join its friendly team of Airport Ambassador Volunteers. Identified by their distinctive blue uniforms, our Airport Ambassadors can be found throughout Detroit Metropolitan Airport providing a variety of vital services, whether originating from an Information Booth or as a Mobile Volunteer.**



Our volunteers serve as information resource specialists equipped to assist passengers with finding their way, flight status, baggage claim, gate locations, ground transportation, lost & found, as well as providing directions for regional visitors to conventions and local events. Volunteers are often chosen to help the airport staff with a variety of duties during special events and the holidays. Our volunteers have a well-earned reputation for extending prompt and courteous assistance.

### **Volunteer Perks Include:**

- Convenient and free parking in a secured employee parking area
- Special discounts on airport retail and food items
- Volunteer recognition functions and service awards
- Behind-the-scenes tours of airport operations

### **Shifts Needed:**

Our information booths are open from 8:00 AM until 8:00 PM, 7 days per week, 365 days per year. Airport Ambassadors are asked to volunteer 4 hours per week.

### **Qualifications:**

Airport Ambassadors should be great problem solvers — able to work well with a variety of people and personalities, willing to assist others, effective communicators, reliable, committed and able to remain calm under pressure.

### **Why We Volunteer:**

*“I volunteer because I enjoy the interaction with people, and I usually get an immediate response (thank you) when I help someone with a problem or issue. This gives me the satisfaction of knowing that I have made a difference. Also by being friendly and positive, I help give visitors to Metropolitan Detroit a good first impression.”*

*“Volunteering at the airport gives me the opportunity to be in the atmosphere I love, interact with flight crews and learn more about how an airport is run. It energizes me!”*

*“I volunteer because I like being at the airport, people watching and talking with passengers from different sections of the country. Most of all, I like the good feeling that comes from helping people in need.”*

*“I love being in the airport and seeing, meeting and helping travelers...welcoming them to Detroit. There’s nothing like a ‘thank you so much!’ or even a hug from someone I have helped out. Nothing like the smile of a child when I offer them some wings. Nothing like seeing the reunion of a grandfather and grandson that haven’t seen each other for two years. Nothing like greeting business people, welcoming them to Detroit.”*

*“I have been able to help some pretty distressed travelers, and that is a great feeling!”*



To learn more about becoming an Airport Ambassador Volunteer, visit [www.metroairport.com/volunteer](http://www.metroairport.com/volunteer) or email [AirportAmbassador@wcaa.us](mailto:AirportAmbassador@wcaa.us)

