

The KCI Ambassador Program is always looking for more volunteers. If you are interested in becoming an Ambassador, please fill out the attached form and fax it to (816) 243-5014 or mail it to 601 Brasilia Avenue, PO Box 20047, Kansas City, MO 64195-0047. For additional information, contact the KCI Airport Ambassador Program at (816) 243-5259.

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Name

\_\_\_\_\_  
Street Address

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City

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State

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Zip

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Daytime Phone

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Email

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Languages Spoken



KCI Airport Ambassador Program  
601 Brasilia Avenue  
PO Box 20047  
Kansas City, MO 64195-0047



KANSAS CITY  
INTERNATIONAL AIRPORT

**AMBASSADOR  
PROGRAM**

## Our Volunteer Program

Traveling to an unfamiliar destination by plane can be both exciting and intimidating. When arriving, baggage claim signs are sometimes confusing, a connecting flight may be delayed or canceled, and renting a car or finding a hotel may not always be as easy as it sounds. Among the hustle and bustle of a busy airport, many know what it is like to wish for a little assistance.



To help when the stress of traveling gets too much, the Kansas City Aviation Department started the KCI Airport Ambassador program -- a volunteer program to give travelers a warm welcome during their time in Kansas City. KCI Airport Ambassadors are good-will representatives and act as roving information booths. They consistently provide courteous and friendly assistance at this region's busiest airport. In fact, KCI Airport is the gateway to Kansas City for millions of travelers each year. The Ambassadors directly influence visitors' opinions of KCI Airport and the Greater Kansas City area.

## Qualifications

- ▶ Work well with all kinds of people
- ▶ Have an outgoing personality
- ▶ Possess great communication skills
- ▶ Be reliable and dedicated
- ▶ Can perform the physical aspects of the job

## Customer Service Duties

- ▶ Provide directions, respond to inquiries and offer assistance as needed
- ▶ Report complaints and make recommendations
- ▶ Provide information about non-airport related topics such as transportation, hotels, dining, shopping, area attractions and points of interest
- ▶ Optional participation in an educational/tour program
- ▶ Optional assistance at airport special events

## Commitment

- ▶ Attend an orientation training session to become familiar with the airport and the surrounding Kansas City area
- ▶ Make teamwork a priority
- ▶ Participate in continuing education classes
- ▶ Work a four-hour shift on a regular basis

## Training & Benefits

KCI Airport Ambassadors are provided with complete training, handbooks and area information. Program benefits include:

- ▶ Free airport parking during your shift
- ▶ Free meal coupons while on duty
- ▶ KCI retail shop discounts
- ▶ Behind-the-scenes tours
- ▶ Social functions and outings
- ▶ Quarterly newsletter

## Attire

- ▶ Blazer or shirt (provided by KCI Airport)
- ▶ White or black shirt/blouse
- ▶ Black or khaki pants/skirt
- ▶ Comfortable shoes
- ▶ A volunteer name tag (provided by KCI Airport)
- ▶ A welcoming smile!

