



PHL WORKS In-Person Training Sessions



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

Ownership

I am responsible for my action and follow through

Respectful

I put people first in everything I do

Knowledgeable

I take pride in knowing my airport

Seeks to Connect

I create meaningful relationships

Participate in an engaging and interactive 60-minute PHL WORKS training session to improve our customer service readiness for 2026 and beyond. Train alongside other stakeholders and engage with fellow airport employees. Let's further an airport-wide customer service and hospitality culture together.

Light snacks and beverages will be served.

What Are Attendees Saying

"It was great. Very Productive. Great way to bond with other teams."

"Wonderful and inspiring. Awesome. The trainer was fabulous! Motivating."

Sign Up for a PHL WORKS Training Session

Sessions are held in two locations:

Tour Room (between terminals C and D) or

Terminal D, Level 3, Executive Conference Room

Scan the QR code to sign up for a session today!



qrco.de/PHLWORKS-training