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Hotel Association Recognizes Philadelphia International Airport

PHL receives Headliner Award for its hospitality, improvement initiatives

PHILADELPHIA – The Greater Philadelphia Hotel Association (GPHA) presented its 2013 Headliner Award to Philadelphia International Airport (PHL) in recognition of the Airport’s hospitality and improvement initiatives. The award, which was received in December, is presented by the Association in recognition for “works to promote, preserve and revitalize Philadelphia as a destination.”

According to the GPHA, the Airport was chosen for the Headliner Award “for improving Philadelphia International Airport and creating a great first impression for the visitors of the Greater Philadelphia region.”

Through the Airport’s hospitality initiatives, visitors are assisted by helpful staff at the Information Counters throughout the terminal complex, greeted by friendly volunteers, get an appreciation of the City and region from watching videos as they navigate the Airport, and enjoy soft drinks as they wait in security screening lanes. The Airport also strives to create a first-class experience for visitors by making their stay at PHL more pleasant and enjoyable through an exciting performing arts program, an acclaimed Exhibitions Program, convenience charging locations for mobile devices, and by offering top-notch facilities and amenities like those found in the newly renovated and expanded Terminal F with its 300-seat food court area.

The Airport was also recognized for its accomplishments in bringing new air service to Philadelphia. Spirit Airlines launched service in April to Dallas-Fort Worth, Las Vegas and Myrtle Beach, JetBlue started daily flights to Boston in May, and Qatar Airways announced it would begin nonstop service to Doha from PHL in 2014. In addition, US Airways resumed seasonal service to Shannon, Ireland in May and announced PHL-Edinburgh service beginning in 2014.

“I like to say that hospitality starts at the Airport, and we are proud of the important role PHL plays in forming impressions of our City and region and strive every day to make sure every visitor leaves here with a positive image,” said Airport CEO Mark Gale. “We believe that good customer service is contagious and we are working constantly to create a welcoming and hospitable atmosphere for our travelers who come from all over the world. I want to thank the Greater Philadelphia Hotel Association for recognizing the Airport with this award.”

Philadelphia International Airport is owned and operated by the City of Philadelphia. The Airport is a self-sustaining entity that operates without the use of local tax dollars. It is one of the largest economic engines in Pennsylvania, generating an estimated \$14.4 billion in spending to the regional economy and accounting for more than 141,000 jobs.