



GREETING THE GUESTS OF
PRINCESS JULIANA
INTERNATIONAL AIRPORT

OBJECTIVES

- Develop a friendly and welcoming atmosphere for travelers
- Create rapport with guests
- Promote a feeling of safety and security
- Ensure a guests first and last point of contact with the island is positive
- Offer customer service excellence
- Improve the experience of every guest

REACH GOALMACHINE:

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GREETING SCRIPT

ARRIVING PASSENGERS:

“Good Morning and Welcome!... Enjoy Your Stay.”
“Good Afternoon and Welcome!... Enjoy Your Stay.”
“Good Evening and Welcome!... Enjoy Your Stay.”

RECOGNIZED ARRIVING PASSENGERS:

“Good Morning Mr./Ms. (Name) and Welcome Back!...
Enjoy Your Stay.”
“Good Afternoon Mr./Ms. (Name) and Welcome Back!...
Enjoy Your Stay.”
“Good Evening Mr./Ms. (Name) and Welcome Back!...
Enjoy Your Stay.”

RECOGNIZED ARRIVING RESIDENTS:

“Good Morning Mr./Ms. (Name) and Welcome Home!”
“Good Afternoon Mr./Ms. (Name) and Welcome Home!”
“Good Evening Mr./Ms. (Name) and Welcome Home!”

DEPARTING PASSENGERS:

“Good Morning and Welcome! Have a Pleasant Flight.”
“Good Afternoon and Welcome! Have a Pleasant Flight.”
“Good Evening and Welcome! Have a Pleasant Flight.”

RECOGNIZED DEPARTING PASSENGERS:

“Good Morning Mr./Ms. (Name) and Have a Pleasant Flight.”
“Good Afternoon Mr./Ms. (Name) and Have a Pleasant Flight.”
“Good Evening Mr./Ms. (Name) and Have a Pleasant Flight.”

RECOGNIZED DEPARTING RESIDENTS:

“Good Morning Mr./Ms. (Name) and Have a Pleasant Flight.”
“Good Afternoon Mr./Ms. (Name) and Have a Pleasant Flight.”
“Good Evening Mr./Ms. (Name) and Have a Pleasant Flight.”