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## **DFW INTERNATIONAL AIRPORT AMBASSADORS ASSIST EIGHT-MILLIONTH PASSENGER**

### **World-Renowned Passenger Assistance Program Looking for New Volunteers As International Terminal D Readies to Open**

DFW INTERNATIONAL AIRPORT (January 18, 2005) – DFW International Airport’s Ambassadors reach another milestone today by greeting their eight-millionth passenger in six years of existence. Ben and Susan Sherman of Silver City, New Mexico were designated as the eight-millionth passenger to be assisted by an Ambassador. As a result, they received four free American Airlines tickets to any destination in North America, a weekend stay at the new Grand Hyatt Hotel being built above DFW’s International Terminal D, and a host of other prizes.

“The Ambassador program has been a huge success,” said Jeff Fegan, CEO of DFW Airport. “I could not be more proud of the fine volunteers who we have meeting and helping our passengers. It’s rewarding to know that our volunteers have served so many people in just over six years.”

The award was presented today at a press conference honoring the Airport Ambassadors for their outstanding service to passengers and the airport community at large. The Shermans were on their way home from a vacation in Peru and asked an Ambassador for assistance, thereby winning the prize.

“Our ambassadors will play a huge role in the opening of our new Skylink people mover, the new International Terminal D and the Grand Hyatt Hotel later this year,” said Joe Lopano, Executive VP for Marketing and Terminal Management at DFW International Airport. “Many times our Ambassadors are the first direct contact passengers have with DFW International Airport and North Texas, and we’re proud to have them on the front lines.”

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The 450-member strong Ambassador Program has been instrumental in the Airport's customer service efforts post 9/11, and Ambassadors assist with DFW's Holiday Helpers Program and other special events.

"We are reaching out to the community that has supported us so well, to ask for more volunteers to become an Ambassador," said Karen Turner, Program Manager. "We will deploy Ambassadors to the new International Terminal D this summer in addition to serving the existing four terminals. It's an exciting time to be part of our program."

The Ambassador Program assisted its first passenger in November 1998 and has become a model program for other airports around the world. DFW Ambassadors speak a total of 38 languages, and 118 Ambassador volunteers speak more than one foreign language. Ambassador Program members hail from 50 different countries spanning a total of 5 continents.

Volunteers are asked to work at least one 4-hour shift every week. Anyone interested in volunteering as a DFW Airport Ambassador is asked to visit [www.dfwairport.com](http://www.dfwairport.com) and click on the Ambassador Volunteers page or call Ambassador Program Manager Karen Turner at 972-574-1492.

#### About DFW International Airport

Located halfway between the cities of Dallas and Fort Worth, Texas, DFW International Airport is the world's third-busiest, offering nearly 2,000 flights per day and serving 57 million passengers a year. Currently, DFW International Airport provides non-stop service to 136 domestic and 32 international destinations worldwide. For the latest news, real-time flight information, parking availability or further details regarding the many services provided at DFW International Airport, log on to [www.dfwairport.com](http://www.dfwairport.com).

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