

# Volunteer Program



Green Airport | PVD





T.F. GREEN AIRPORT

## Are you looking for an opportunity to be part of a team?

Do you have an infectious smile?

Do you enjoy meeting new people?

Does helping someone make your day?

If you answered yes to one of these questions, or maybe all of them, then we have the perfect volunteer opportunity for you!!

T. F. Green Airport is seeking volunteers for a new volunteer program. Volunteers in this program will assist passengers and visitors at T. F. Green Airport by providing directions, information and friendly assistance while serving as a welcoming presence to over 4 million passengers a year.



## PROGRAM MISSION

The mission of this program is to provide exceptional customer service and ensure a friendly and positive experience at T. F. Green Airport for our passengers and visitors.

## WHAT DO VOLUNTEERS DO?

Meet and greet arriving and departing passengers with a friendly smile.  
Answer questions (i.e., location of ticket counters, directions to boarding gates, information on ground transportation options, location of rental cars, restrooms, lost luggage, etc.).  
Provide information about non-airport related topics such as transportation, hotels, dining, shopping and points of interest in the New England area.

## QUALIFICATIONS TO BE A VOLUNTEER:

18 years of age or older.  
Available to volunteer at least 12 hours per month.  
Physically able to stand or use a mobility device.\*  
Able to communicate effectively.  
Friendly, outgoing and able to approach customers and initiate conversations to offer assistance.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of the volunteer program.







## **VOLUNTEER BENEFITS:**

Not only will you enjoy a sense of community, teamwork and have fun in an ever evolving environment, you will also enjoy:

- Serving the community and making new friends.
- Sharing your knowledge and wisdom.
- Developing new skills.
- Receiving satisfaction in knowing you were able to help someone.

## **VOLUNTEER RECOGNITION**

T. F. Green Airport recognizes that volunteers play a critical role in delivering outstanding customer service to passengers and visitors on a daily basis. To show our appreciation, PVD volunteers will receive:

- Discounted airport concessions.
- Service hours prizes and pins.
- Recognition & appreciation awards.
- Break Room access with snacks and refreshments.
- Discounted Lounge access when traveling.