



FLYING ACES JOB DESCRIPTION

The Flying Aces Volunteers provide a number of essential services:

- Greet passengers and visitors.
- Assist passengers in navigating the airport smoothly. Help them locate their gates, airport vendor services and amenities. Flying Aces will assist with crowd control during busy holiday travel and peak periods:
- Approach passengers to determine their airline and direct them accordingly.
- Keep the main entrances and walkways clear for other passengers entering the airport and for those proceeding to the check points.
- Approach passengers traveling without checked baggage to determine if they would like to use the airline's kiosk to check-in. Assist as necessary.
- Use the AB/CD cell phones to communicate between security checkpoints to balance the lines. Move passengers from one checkpoint to another when long lines occur.
- When long lines occur at the security checkpoints, assist the passengers by ensuring they understand the guidelines for carryon items. Use visuals, as needed.
- Use the AB/CD cell phones to contact the Dispatcher for Southwest Airlines (International Ram) should you encounter a passenger who needs wheelchair assistance. Provide the passenger's name, destination or departure gate, and their current location. For passengers traveling other airlines, approach the agent for their airline and request service or contact a Sky Cap (Prospect) at curbside for assistance.
- The Flying Aces are free to 'fly' throughout the terminal to assist our passengers, as needed.
- Flying Aces provide fun facts and answer questions about Nashville Airport, flying, the City and Middle Tennessee area.
- Provide valuable feedback for the improvement of facilities and services.
- Distribute helpful materials.
- Participate in airport special events, airline inaugurals, special projects, and other airport related activities.

Nashville International Airport is open twenty-four hours a day, seven days a week. The Flying Aces are asked to work one four-hour shift weekly based on their schedule and based on the needs of the airport.

Orientation is completed by the Community Affairs Coordinator, followed by on-the-job training. Meetings/luncheons are held quarterly for the purpose of recognition and recurrent training. A reading book with updated information is located in the Flying Aces Office.

The Flying Ace uniform consists of red blazer, red vest, white oxford shirt/blouse, white long sleeve turtleneck (winter), black pants/skirt and comfortable shoes. The Airport Authority provides the blazers, vests, and shirts/blouses & turtlenecks. The volunteer will provide their own black pants/skirt and shoes. A clipboard containing pertinent information about the airport and vendors will be provided. Lockers are provided for storage of personal items during the shift. Aces will furnish their own locks. Items are not to be left overnight.

At the start of the shift, each Flying Ace will sign in and determine their work area. Flying Aces are asked to arrive early enough to familiarize themselves with activities at the airport.

Updated: 10/19/06