

# WELCOME TO



# MELBOURNE AIRPORT

## Our Customer Service Charter

*On average 80,000 passengers pass through our doors every day, making us Victoria's premier aviation gateway. This charter will outline our commitment to you – how Melbourne Airport and our service providers and agencies will work as one team, to make your airport experience a memorable one.*



### OUR SERVICE PROMISE

#### Safety

Our number one priority is to deliver a safe and secure airport experience.

#### Journey

We will ensure your airport journey is as smooth, comfortable and relaxed as possible.

#### Facilities

We will provide facilities that work, are clean and well presented.

#### Service

We will provide a service that is personal, friendly and responsive.

### OUR SERVICE APPROACH

#### One airport / one team

We adopt a “one airport / one team” approach to service delivery, aligning all service providers and agencies in the delivery of our service promise.

#### A moment to remember

We value our customers and will treat every customer interaction as a positive “moment to remember”.

#### Feedback

We seek feedback and see it as an opportunity to improve our service.

### ACCOUNTABILITY

#### Our people

We will be friendly, courteous, presentable and will assist you throughout your airport experience.

#### How we monitor performance

We have clear service targets that are the basis of a robust monitoring and reporting regime. We are accountable to deliver on these targets and publish our results on our website.

#### Response

We will respond quickly and decisively when our service is not at the level we aim to provide.