

## **VISITOR INFO CENTER at CHARLOTTE DOUGLAS INTERNATIONAL AIRPORT**

Managed by Visit Charlotte, the sales and marketing component of the Charlotte Regional Visitors Authority (CRVA)

**Located in Baggage Claim between Zones B & C**

### **AIRPORT SERVICES**

- Assist visitors with finding their appropriate baggage zone
- Assist visitors with flight arrival and departure times, both in-person and over the phone
- Assist elderly, youth and international visitors with special travel needs
- Paging service for passengers/visitors, airlines, TSA, retail shops, etc.
- Assist visitors with ground transportation options
- Help distribute information and brochures regarding Airport inquiries (job openings, volunteer opportunities, etc.)

### **VISITOR SERVICES**

- Promote Charlotte regional visitor information to residents and visitors
- Distribute promotional information on area attractions and all things to see and do!
- Map Quest directions for travelers
- Book Greyhound and Amtrak reservations for stranded travelers
- Map CATS routes for passengers throughout the city
- Map routes for travelers renting cars
- Contact restaurants, golf courses, hotels, and attractions for reservations, amenities, etc.
- Convention Services (special welcome services for conventions and meetings)
  - Setup tables and easels
  - Assist visitors with transportation needs
  - Meet and Greet at the Baggage Zones
  - Escort to provided transportation, if necessary

### **STRANDED TRAVELER SERVICES**

- Assist passengers during inclement weather
- Provide hotel and ground transportation information
- Distribute informational guide about services, if necessary

### **VISITOR SERVICES PER MONTH**

- 12,000-17,000

