



Airport Greeter

Department: Wish

Scope of Position

Airport Greeters welcome visiting Wish Children and their families to Las Vegas for their wish of a lifetime! Volunteers with flexible schedules provide an incredible service by greeting wish families at the airport, assisting with baggage, guiding them to car rental/shuttle/taxi and providing directions. Volunteers are never to drive the family. Airport greeting is a quick and easy way to connect with the Make-A-Wish mission and meet wish families from all over the world!

Key Responsibilities

- ★ Obtain materials from the office: Airport Guide, wish family flight info, welcome sign and Wish Child's itinerary
- ★ Meet the family at their designated location, dependent upon their airport terminal
- ★ Assist with baggage retrieval
- ★ Provide directions to wish families if they are unsure how to get to their hotel
- ★ Guide family to their transportation services (car rental, shuttle, limo, or taxi)
- ★ Reiterate emergency contact information given to wish family by originating chapter

Qualifications

- ★ Knowledge of Make-A-Wish mission, vision, values, and standards
- ★ Strong communication skills
- ★ Excellent customer service skills, friendly and polite
- ★ Knowledge of Las Vegas area with ability to direct family to their ground transportation and provide directions, if necessary
- ★ Background check

Time Commitment

- ★ 1-2 hour time commitment, providing flight is not delayed. This also includes the time it takes to pick up the information from the Make-A-Wish Office.

Location

- ★ Airport greets are conducted at the Las Vegas McCarran International Airport. Wish families travel to Las Vegas from all over the world. Be mindful: terminals are subject to change. Airport parking fee is reimbursable if receipt is submitted to chapter staff.

Training

- ★ Volunteer Fair
- ★ Required to attend a brief, in-person training before the first greet

*For more additional information, please contact our Volunteer Department,
volunteers@snv.wish.org*



Guide for Airport Greeters

Before You Go...

Ensure that you have received all necessary information about the Airport Greet from the Make-A-Wish office:

- Welcome sign
- Wish Child itinerary
- Any additional items or information the Wish Family may need
- A Make-A-Wish T-Shirt and badge, if you don't have one already.

Before leaving for the Airport Greet, check online to obtain the most current arrival time, terminal, and gate number.

Park at the airport at least 30 minutes before the scheduled arrival of the flight. Short term parking accepts credit/debit cards. Remember to keep the receipt, for we will reimburse you!

When You Get to the Airport...

Make sure that you are at the correct terminal at McCarran Airport. "Terminal 3," which houses many international flights, is located independent from the main airport terminal.

Double-check the Arrivals Board for the arrival time, gate number and baggage claim number.

Become familiarized with the location of elevators, escalators, restrooms and various methods of ground transportation (rental car, shuttle, taxis).

Wait at the baggage claim carousel for the Wish Family's arriving flight. Hold up the sign so they can easily identify you!

Upon Meeting the Family...

Assist the Wish Family with their luggage. Rent a cart if necessary (fee reimbursable).

Gift the itinerary and any additional items to the Wish Family. Allow them time to review and go over the material with you.

- Ensure the Wish Family knows where to find the Make-A-Wish Southern Nevada emergency cell phone number in the itinerary.
- Answer any questions the Wish Family may have. Feel free to contact the office if you need clarification



Escort the Wish Family to their pre-scheduled method of transportation:

- Rental Car: to get to the rental car shuttle, exit through doors 10 and 11. If the Wish Family seems uneasy, you may accompany them in the shuttle, ensure they check-in at the rental car counter and ride the shuttle back alone.

- Limo: we use Bell Transportation (702) 739-7990. The driver typically stands at the bottom of the stairs near the baggage claim area, holding a sign indicating the Wish Child/Family's name.

If you cannot locate the driver, please call Bell Transportation or go to one of their onsite locations:

Terminal #1 located outside door #9.

Terminal #3 have desks between doors 51 & 52 and between doors between 56 & 57.

- Taxi: to get to the taxi line, Exit Doors 3-4. Please wait with the family until they are in a cab and the driver knows where they are going.
- SuperShuttle: the instructions for SuperShuttle are dependent upon the Wish Family's arriving terminal.

Terminal 1: After the family collects their luggage, exit the baggage claim area via door 11 near the restrooms and proceed right to the Supershuttle ticket booth to speak with a uniformed Customer Service Representative.

Terminal 3: After the family collects their luggage, proceed to the Supershuttle ticket booth to speak with a uniformed Customer Service Representative located outside of door 53, to the right of baggage claim.