

Concessions Employee Quick Reference Handbook

CUSTOMER SERVICE

Customer satisfaction is a main driver in the success of our operations and we aim not only to achieve satisfaction, but to exceed customer expectations. Traveling customers have specific needs and all employees at the Airport are required to be accommodating to those needs. Employees are expected to abide by the Authority's Service Values, Service Standards, and Image Standards below.

SERVICE VALUES

Employees will adhere to the Authority's Service Values by delivering extraordinary customer service and embodying the "I am Tampa International Airport" customer service philosophy. All customers must feel genuinely welcomed and appreciated for their business. Concessionaires will anticipate the needs of customers by identifying expectations and working to meet or exceed those needs. Following are the Airport's Service Values:

"I am Tampa International Airport"

1. My guest is my first priority – I am Responsible
2. I greet every guest with a smile – I am Approachable
3. I anticipate my guest's needs – I am Attentive
4. I own and do my best to resolve my guest's problems – I am Reliable
5. I am proud of my professional appearance, language and behavior – I am Respectful
6. I seek opportunities to innovate and improve my guest's experience – I am a Problem-Solver
7. I assist in providing a safe, clean and secure environment for guests and employees – I am Confident
8. I deliver the Wow! – I am Committed

SERVICE STANDARDS

In order to achieve the Authority's Service Values, the following Service Standards have been developed to set the B.A.R. for service excellence. These Service Standards ensure that customers receive the best traveling experience and feel appreciated for selecting to travel at the Airport.

Brilliance:

- Customers are welcomed and greeted in a friendly and comforting manner. Customers are genuinely thanked for their business.
- Customers are guaranteed to receive high quality products and services.
- Employees are given all of the training and knowledge necessary to competently and confidently serve customers.
- Employees strive to delight customers through uncompromising levels of courtesy, cleanliness, and positive performance.

Attentiveness

- Customer needs are anticipated and handled proactively.
- Employees are aware of important landmarks and are prepared to answer the questions of travelers.
- Employees act with a sense of urgency, understanding that traveling customers have time constraints.
- Procedures are in place for customers to easily contact management with concerns, complaints, questions, or suggestions.

Reflection of TPA

- The image of employees is a reflection of the Airport and must convey excellence at all times.
- Employees are well groomed, neat, professional, and comply with the Image Standards on Pg. 3.
- Employees maintain eye contact and offer full attention while conversing with customers.
- Employees maintain composure and a calm demeanor when encountering disgruntled customers.

IMAGE STANDARDS

The behaviors and appearance of all employees who work at the Airport greatly influence our passenger's initial impression of our image. The Airport's image should convey professionalism, confidence, composure, excellence, and quality. A fresh, neat, and composed appearance reflects these qualities and exhibits the commitment and dedication we have to the work we do daily. The Image Standards below have been developed for all employees:

- Employees will maintain a well-groomed, neat, professional, and clean appearance at all times.
- Hair will be neatly groomed and pulled away from the face at all times.
- Uniforms are worn appropriately, clean, and neatly pressed at all times.
- Name badges or security badges are appropriately displayed at all times.
- Employees refrain from using foul or inappropriate language at any time in the workplace, in the Airport, or while traveling via public transportation while wearing company uniform.
- Employees refrain from eating, drinking, chewing gum, smoking, texting or talking on the phone while in any customer environment.
- Personal radio/ recorders or ear phone buds are not permitted at any time while employees are on duty. This applies regardless of whether or not these items are for sale at the Concession Location.
- Employees are expected to always be properly identified as an Airport concessions employee.
- Employees are prohibited from wearing items that could interfere or distract from providing quality service (e.g. no sunglasses are allowed unless prescribed by a doctor, excessive jewelry can become a distraction).

MYSTERY SHOPPER SERVICE

The Airport may monitor, test, or inspect the services of any Concession at any time through the use of a mystery shopper service.

CUSTOMER SERVICE TRAINING

All employees are required to follow all Rules and Regulations of the Authority. Non-supervisory employees are required to review this Concessions Employee Quick Reference Handbook in its entirety and sign acknowledging their receipt and understanding of this document.

RETURN POLICY

A clearly posted and understood policy allowing for exchanges and refunds encourages credibility and confidence in the product and the merchant. All Concession Locations are required to display their Return Policy so that it can be clearly seen by the public. The policy must allow for returns to be made within 30 days with valid receipt. Returns will be replaced, exchanged, or refunded at the customer's option.

OPERATIONS

Employees are responsible for ensuring that air travelers and the public are provided high quality food, products and services.

EMPLOYEE PARKING

1. Each employee requesting employee parking privileges must have an approved authorization card on file before access will be issued. The authorization card will include Concessionaire name, employee's name and airport security identification card number (if issued), and certification of employment by an authorized official of the Concessionaire. The authorization card, along with payment for at least one month's parking, will be submitted to the parking permit office located at the North Parking Lot 1. A map indicating the location of the North Parking Lot 1 is included at the back of this guide.
2. After obtaining required authorization, all concessions employees will park in the North Parking Lot 1. There are three bus stops at the center of the North Parking Lot 1 where all employee pickups and drop offs are conducted. At the Main Terminal, all pickups and drop offs are conducted at the west end of red arrivals, outside of the Air Canada, Cayman airlines door.
3. Employees will need an Airport Security Badge or a valid corporate picture ID to park in the North Parking Lot 1 and board the buses. Employees must have this ID available at all times when in the North Parking Lot 1 or on the employee bus.
4. Employees and their possessions are subject to search while on Airport property, including in the North Parking Lot 1 and on the employee bus.
5. Parking fees are \$25 monthly and are subject to change.
6. For more information about employee parking, the Parking Permit Office can be reached by calling 813-870-8792 or emailing PermitOffice@TampaAirport.com.

UNIFORMS

Employees are required to wear brand specific uniforms. Uniforms will be worn appropriately and will be clean and neatly pressed at all times. Any occasion or circumstance that would allow an employee to deviate from wearing approved uniforms is subject to prior approval from the Concessions Department.

SMOKING

Smoking is limited to the designated smoking areas within the Airport. Smoking, including electronic or vapor cigarettes/devices and other nicotine dispensing devices, is prohibited in all non-designated areas on Airport property, such as offices, halls, break rooms, and conference rooms. No employees are permitted to smoke while in uniform.

CASH HANDLING

1. **Making Change for the Public**

Employees are required to make change for the public. This will include servicing both persons making a purchase in the store and persons not making a purchase.

2. **Credit Cards**

Employees will accept gift cards, airline vouchers, traveler's checks, debit cards, and nationally recognized credit cards including American Express, MasterCard, VISA, and Discover. No minimum credit card or debit card purchase amount or charge for credit card purchases is allowed.

3. **Point of Sale Terminals**

Employees must accurately perform the following features on the POS terminals:

- Accurate reporting of gross receipts by various merchandise and services categories
- Recording transactions by sequential control number to an audit tape or computer file
- Printing a transaction history to tape or computer file by time of day, day, month, and year by product category
- Printing customer receipts showing the amount due, amount tendered, and the amount of change due to the customer, as well as the time and date of the transaction and Concessionaire contact information including phone number and/ or email address for any customer concerns, complaints, or questions
- Giving accurate change
- Displaying fees to customers during a transaction
- Maintaining a secure transaction audit tape or ASCII transaction file on a removable storage device
- Discounting and returning of items

4. **Lost Credit Cards**

Employees must know Concessionaire's policy for handling lost credit cards left in the Concession Location.

MANAGEMENT

Each Concession Location is required to have a manager or supervisor on duty and readily available with the capability to handle any customer concerns that may arise.

PERSONNEL

Concessionaires will hire, train, supervise, and deploy a sufficient number of employees to service customers in a timely and efficient manner and to properly meet the operations and compliance requirements of this Handbook. Concessionaires and managers will closely monitor employees to ensure first class service. Concessionaire will determine and implement company disciplinary procedures for employees who participate in acts of misconduct on Airport property.

HOURS OF OPERATION

The hours of business will be such that the passengers of all flights arriving or departing from any Terminal where a Concession Location has been assigned will be accommodated.

1. In the event of flight delays, emergency circumstances, or other unforeseeable events, employees must keep Concession Locations open beyond Store Hours. Employees and managers are required to make all necessary accommodations to extend Store Hours until delayed flights depart or until instructed otherwise by Airport Operations or the Concessions Department.
2. Failing to open for business on time or closing early is considered a violation of the Contract Concessionaire has with the Authority, for which the Authority may assess fines.
3. Hours of operation are to be posted in each Concession Location.
4. The Concessions Department reserves the right to change the hours of operation to ensure that goods and services are available to serve the needs of the traveling public.

EXTENDED HOURS

In the event of extended flight delays that might keep passengers in the terminals longer than normal, employees will be asked to stay open and offer exceptional customer service to passengers who may be experiencing a stressful situation. When an event requires extended hours, a notification will be sent from Airport Operations to all concession owners, managers, and locations. Some events may require extended hours through the night.

EMPLOYEE DISCOUNTS

All Concession Locations serving food and non-alcoholic beverages will offer a 10% discount on food and non-alcoholic beverage items purchased by Airport employees and employees of airlines operating at the Airport who have been issued (and show at the time the discount is requested) appropriate identification badges. The discount will be based on Concessionaire's normal non-sale or non-promotional prices. No discount will be given on food and non-alcoholic beverages with manufacturer pre-printed price.

PRODUCT QUALITY

All products sold or kept for sale are required to be of high quality and wholesome. All food and non-alcoholic beverage products should be made available "to go" for customers if they so request.

FOOD SAFETY AND SANITATION

Employees are required to comply with all health and sanitary regulations adopted by Authority, City of Tampa, Hillsborough County, State of Florida, and any other governmental authority with jurisdiction. Employees will grant access for inspection purposes to any duly authorized representatives of all such governing bodies.

MERCHANDISING

Food and beverage displays, retail merchandise displays, display cases, promotional displays, attractive and durable packaging, menu boards or table-top menus, and pictures of food and beverages or retail merchandise are some ways to merchandise product offerings. Apparel and accessory merchandising should be neatly folded or hung in appropriate locations. Display and materials placement must comply with ADA standards and allow for ease in movement by customers with luggage.

No merchandising displays or product may protrude past the lease line of any Concession Location.

Food and beverage Concessionaires are encouraged to offer product samples for tasting; however, any such samples must be items sold at the specific Concession Location where the item is sampled, and no sampling may take place outside of the lease line for the Concession.

Authority may approve or disapprove all product displays and require modification of product displays for any reason.

CLEANLINESS

1. Employees are responsible for maintaining cleanliness standards within the lease lines of Concession Locations, support spaces, office spaces, etc. All designated premises occupied by Concessionaires shall be free, at all times, from all rubbish, filth, and refuse.
2. Concessionaires will develop a cleaning standard and schedule and encourage employees to clean during down time.
3. Cleanliness will be evaluated during Performance Audits conducted by Authority representatives.
5. Any areas not meeting cleanliness standards during Performance Audits, Health Inspections, Internal Audits, or visits by members of the Concessions Department will require corrective actions and may result in employee disciplinary actions.

MAINTENANCE

Concessionaire Maintenance:

Employees will maintain each Concession Location in good appearance and repair, and in a safe, as-new condition. Employees will keep the leasehold area well illuminated by replacing bulbs and ballasts as required.

Authority Maintenance:

The Authority maintains grease traps, pest control services, common food court areas, and common areas around the Airport. To report a concern in any of these areas, the manager or supervisor on duty may contact Work Control to submit a work order by calling 813-870-8740 or emailing WorkControl@TampaAirport.com. Work Control is available 24/7.

PEST CONTROL

The Authority has contracted to provide pest control services inside and/or outside of each Concession Location and support space. Employees are required to provide access to the service locations. To report a pest control concern, the manager or supervisor on duty may contact Work Control to submit a work order by calling 813-870-8740 or emailing WorkControl@TampaAirport.com. Work Control is available 24/7.

CENTRAL RECEIVING AND DISTRIBUTION CENTER

Authority has contracted with Bradford Airport Logistics to operate the CRDC and provide distribution and delivery services to the Airport Terminals. The services Bradford provides includes the receipt and distribution of material on behalf of Concessionaires. Bradford will schedule product deliveries to each Concession Location to be made during non-peak hours. To contact Bradford, call 813-847-3052 or email baltpacrdc@airportlogistics.org.

WASTE MANAGEMENT

1. The Authority provides trash and waste disposal from designated compactors and dumpsters at the Airport. Employees will arrange for sanitary handling and transfer of all trash and waste from each Concession space to the trash or waste compactor or dumpster designated for the space and type of trash or waste. Maps of designated compactor and dumpster locations are included at the back of this guide.
2. In transporting trash and waste, employees may only use carts or conveyances that are sealed and leak proof. Wheels must be cleaned regularly and be suitable for operating on carpets or other flooring without causing damage.
3. Employees will not use the Airport shuttle system for the purpose of transporting trash or waste.
4. Trash and waste receptacles within the Concession spaces are to be emptied regularly to avoid overflow of trash and waste.
5. Hallways, elevators, and areas around Concession spaces must be kept free of trash and waste. Piling of boxes, cartons, or other similar items in, or within view of, a public area will not be permitted.
6. Employees will not dispose of trash or waste in public area trash receptacles or place trash or waste (including, in particular, used cooking oil or coffee grounds) in rest room sinks or toilets.
7. Bradford will provide for the sanitary and safe removal and disposal of used cooking oil from food service operations. Concessionaires will cooperate and partner with Bradford to ensure the safe and efficient removal of used cooking oil.
 - a. Spills of used cooking oil or other liquid waste caused by Concession employees (or vendors) are the responsibility of the Concessionaire to clean up.
 - b. All Concession Locations must maintain adequate supplies, spill response equipment, and materials in accessible locations near areas where spills are likely to occur. Spills must be controlled to minimize property damage, personal injury, and damage to the environment.
8. Employees must flatten or break down all cardboard and cartons and place within designated cardboard receptacles.
9. Employees are required to properly dispose of recyclable waste items in the locations designated.

SUSTAINABILITY

Sustainability is an important component to efficient and responsible operations at the Airport. Employees are required to participate in Airport-wide sustainability initiatives, including recycling and food donation programs.

1. Recycling

The Authority offers recycling of glass, plastic, and cardboard. Employees are to use the designated locations and routes for recycling drop-off based on Concession Location.

2. Food Donation

The Authority encourages all employees to repurpose unsellable yet otherwise wholesome food and food items for the benefit of the community. Bradford will provide for the collection and storage of food for repurposing that meets their minimum standards for safety and wholesomeness. All food donation pick-ups will take place at the CRDC.

MUSIC/ NOISE

Any Concession Location that wishes to play music must obtain approval for the system, type of music, and volume level from the Concessions Department. Any noises within a Concession Location must be kept at a volume level so that the noises do not extend outside of the Concession space into the public areas. All music and noises must cut off during Airport emergency announcements.

NUISANCE

Employees will not commit any nuisance, waste, or injury at the Airport and will not do or allow to be done anything which may result in the creation, commission or maintenance of such nuisance, waste, or injury.

DECORATIONS

All store decorations for any Concession, including holiday or special occasion decorations, are subject to prior approval from the Concessions Department.

PROHIBITED ACTS

1. Employees will not use improper language; act in a loud, boisterous, or otherwise improper manner; or be permitted to solicit business in a manner that is offensive or otherwise unprofessional.

2. Employees are prohibited from displaying tip jars, buckets, or containers unless approved in writing, in advance, by the Concessions Department.
3. Employees are prohibited from printing “tipping” language on sale and credit card receipts at all quick service and fast casual eateries.
4. Employees will not place excessive loads on the walls, ceilings, and floor or pavement areas of the Airport.
5. Employees will not display or operate display that flies, flashes, or emits a noise or odor unless approved in writing in advance by the Authority.
6. Employees will not keep or display any merchandise on or within, or otherwise obstruct, any part of the Airport Terminals that are outside of their lease lines. Employees will keep any service corridor, hallway, stairway, door, or loading dock leading to and from their Concession Location free and clear of all obstructions.
7. Employees will not interfere or permit interference with the use, operation, or maintenance of the Airport, including but not limited to, the effectiveness or accessibility of the drainage, sewerage, water, communications, fire protection, utility, electrical, or other systems installed or located at the Airport.
8. Employees of all Concessionaires are prohibited from smoking while in uniform.
9. Employees will not engage in any activity prohibited by Authority’s existing or future noise abatement procedures nor its Rules and Regulations and Operating Directives.
10. The Authority may assess fines for failure to comply with the Authority’s prohibited acts. Concessionaires shall take all proper steps to discipline employees who participate in acts of misconduct or prohibited acts on or about the Airport.

COMMUNICATION

ADVERTISED PROMOTIONS

Each Concession Location is required to participate in all advertised sales or promotions conducted by its parent corporation, its franchisor, or its selected operating brands. Advertised sales include TV, newspaper, radio and all print media. In certain situations, a Concessionaire may request to not participate in a certain sale or promotion. Unless approved in advance, all sales or promotions are to be honored at the Airport.

SAFETY AND SECURITY

The Airport has a dedicated Police Department (TIAPD) located on the ticketing level and Red Departure Drive. All Airport employees should report suspicious activity to the TIAPD. The non-emergency phone number is 813-870-8760. If you wish to remain anonymous, call the Airport Watch Tip Line at 1-877-TIPS TIA (847-7842). TIAPD Crime Prevention provides safety and security training each quarter for all employees who are interested in attending.

LIFE SAFETY

1. Concessionaires should provide life safety training to all employees. It is important for all employees to understand the proper usage of any life and fire safety equipment installed in the workplace, e.g. fire extinguishers, hood, etc., as well as the life safety features of the Airport. At a minimum, each employee should know the locations of fire extinguishers, fire pull stations, and exit routes.
2. Sprinklers and smoke detectors must be maintained and operable at all times and no storage, obstruction, or furniture may impede the operation of the same.
3. Fire alarms and alarm devices must not be disconnected or tampered with by any means. Fire alarm components must be maintained and operable at all times.
4. Exits must not be blocked or obstructed.
5. Exit doors must not be locked.
6. In the event that any of the referenced fire protection/ life safety components are damaged or inoperable, the manager on duty should be notified to immediately contact the Maintenance Department Work Control by calling 813-870-8740 or emailing WorkControl@TampaAirport.com. Work Control is available 24/7.

REACTING TO EMERGENCY SITUATIONS

All employees should be prepared to call 911 in an emergency situation. TIAPD Dispatchers and Emergency Medical Dispatchers will assist immediately.

EVACUATION PLAN

Each Concession Location is required to have an evacuation plan available to all employees. This evacuation plan must include directions to an exit as well as to a gathering place outside the building. Evacuation route plans must be clearly posted and practice drills conducted at least annually. Food and Beverage locations must ensure that all electrical/ gas appliances are turned off (grills, fryers, broilers, stoves, etc.) and/ or unplugged before vacating the site.

SEVERE WEATHER PLANNING

1. The Airport is equipped to advise employees and the public of emergency weather conditions; however, in some cases, advance warning is not available. The Authority will conduct severe weather planning meetings in order to prepare and plan. All Concessionaires will have a representative attend these meetings.
2. All Concessionaires have a hurricane/ tornado plan and will review the plan with employees. Concessionaires will create an employee hurricane schedule plan and an emergency contact list for employees. Employees are encouraged to have a plan in place for their homes and families.

POWER OUTAGE LOSS PREVENTION GUIDELINES

1. All Concession Locations must be equipped with a Power Outage Emergency Kit, which must include a method for tracking, tallying, and cashing out sales or orders during the outage.
2. Employees should be trained on what to do during a power outage to maintain efficient operations and to calm the public.
3. To ensure safe food handling during a power outage, proper documentation of the time of the outage and record keeping of elapsed time when food is subject to unsafe temperatures (in the temperature danger zone of 41-140 degrees Fahrenheit) should be taken. In order to maintain cold food products as long as possible, employees are encouraged to ensure that their refrigerator and freezer units are properly closed and that no hot foods are in these chilling units that could elevate temperatures. Once power is restored, temperatures should be taken on food products to ensure food safety. Any products that are found to be in the temperature danger zone must be discarded.

LOST AND FOUND

TIAPD handles all lost and found items from Airport common areas, restaurants, shops, gate areas, and restrooms. Items left in Concession Locations should be delivered on a daily basis to TIAPD located on level 2 of the Main Terminal in the Administration Building. Items of high value including purses, wallets, smartphones, tablets and/or laptop computers must be delivered to TIAPD offices immediately. The Lost and Found Department can be contacted directly by calling (813) 554-1497, twenty-four hours a day or by email at LandF@TampaAirport.com.

The airport lost and found has a web-based lost property administration system (L-PAS) located at the following link: <http://app.tampaairport.com/LPASExternal/>. L-PAS handles cataloging and tracking of all lost property that is turned into the airport's lost and found office. With the addition of L-PAS Online, customers can now visit the airport's website and browse a real-time listing of low-value items that are currently in the lost and found. If they see a match to their property, the customer can click the claim item link which alerts the office via email to contact them. The online system also has limited tools to filter by keywords and includes self-help instructions to assist the customer with using the system.

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W. Hillsborough Ave.

N. Hoover Blvd.

North Employee Lot 1
4701 N. Hoover Blvd.
Tampa, FL 33634

Veterans Expy.

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W. Spruce St.

W. Boy Scout Blvd.