



# TRAVELERS AID®

## DULLES AIRPORT

### The TeleGraham

February 21st, 2025



Last call for signups for the presentation by our friends at Destination DC. They will give a presentation on tourist destinations in DC and specifically, museum, transit and upcoming major events. The date will be **Thursday 27<sup>th</sup> February and will be from 12.30-1.30pm**. The event will be held in the Chantilly room, opposite baggage claims 2. Sign up for the presentation is required and can be done through your volgistics account. Check on February 27<sup>th</sup> schedule for sign up.

### Fantastic Volunteer does Fantastic things



Travelers Aid volunteer, **Elizabeth K** received the Bishop Paul S. Loverde Legacy Award (Catholic Charities Volunteer of the Year) in recognition of her commitment to serving the poor. Elizabeth does a fantastic job at Travelers Aid, and while we don't offer a volunteer of the year (way too many to consider), we do appreciate her, and all of our volunteers, tremendously!



### Volunteer Recognition

We have received a number of emails recently thanking our volunteers recently. One of them was not sure who it was that helped them, but they were very appreciative. Does anyone know an "**older gentleman**"?

When I was staffing the International desk, I was asked to give kudos to two volunteers. One traveler was returning from his trip today and wanted to thank the "**older gentleman**" who helped him as he was leaving a few weeks earlier. The man's suitcase had broken, and he had a cut to his finger. The "**older gentleman**" at the International desk was very helpful with both issues and the traveler was grateful for his help. The second came in a phone call from Solomon who was helped by an "**older gentleman**" two weeks earlier when he arrived at IAD. The man helped him with Uber and other issues and Solomon was very grateful.



"I hope this email finds you well. I am writing to share my heartfelt appreciation for the outstanding assistance I received from one of your volunteers, Mr. **Anil K**, on January 12th, 2025, at around 5:00 PM.

I had just arrived on a British Airways flight from London when I realized I had accidentally left my iPad on the plane. Feeling anxious, I sought help and was fortunate to encounter **Mr. K**. His professionalism, kindness, and unwavering dedication turned a potentially stressful situation into an incredibly positive experience.

**Mr. K**. listened to my concern with empathy, took immediate action by contacting airline staff, and ensured that my iPad was retrieved quickly. His calm, reassuring demeanor and efficient coordination were truly impressive. He went above and beyond to assist me, and his efforts made a significant impact on my journey.

This experience left me with immense gratitude for **Mr. K's** support and admiration for the exemplary service provided by your volunteer program. His quick thinking, efficiency, and warm attitude are a credit to your team.

Please extend my sincerest thanks to **Mr. K** for his exceptional assistance and let him know how much his efforts were appreciated. I hope he receives the recognition he so richly deserves for his outstanding service.

Thank you for fostering such a remarkable team of volunteers who enhance the travel experience for so many.”



“I flew out of Dulles on 10 February returning to the Netherlands where I live in The Hague. At Dulles Airport I received excellent assistance and information from a woman named **Tine B**, who I believe is American but originally from the Netherlands.

I would be grateful if you could thank her for her kind assistance to me and pass along this message to her in case she wishes to reach me.”



### **Keeping the Desks/Podiums Tidy**



Does your desk look like this after a shift? Unfortunately, we have noticed a slight downturn in the cleanliness of the Travelers Aid desks and podiums throughout the airport. Please make additional efforts to ensure that the Travelers Aid desks and podiums are a pleasant place to volunteer. In particular, we would like to stress the following actions:

- Please give the areas a quick wipe over with disinfectant towels at the beginning and end of your shift
  - Use the request/report form if you need any supplies (Clorox wipes, metro maps etc.)
- Lock up the phone charger at L1, L2 and International desks if no one is scheduled after you. It should be locked in the chaser ticket cabinets.
  - Do not tape maps or personal “cheat sheets” to the counters.
  - Ensure that all acrylic displays (ground transportation etc.) are displayed.
- If leaving the desk, ensure that the “sorry you missed us” sign is displayed and the door to the desk is locked.
- Always put the keys back in the lockbox after a shift (even during a shift is the best place to keep them)

### Shift Availability

Key Available Shifts for the Week Ahead (red = no availability)											
	Concourse A	Concourse B	Concourse C	Concourse D	East Ticketing	Int Desk	L1	L2	West Ticket	East Mezz	West Mezz
Sat Feb 22nd	4-8pm	12-4pm 4-8pm	all day	all day					8-noon	8-noon	12-4pm
Sun Feb 23rd	12-4pm 4-8pm	all day	all day	all day		4-8pm	8-noon	8-noon 4-8pm	8-noon	12-4pm 4-8pm	12-4pm 4-8pm
Mon Feb 24th	7-10am 6-9pm	7-10am 2-6pm 6-9pm	7-10am 6-9pm	7-10am 6-9pm			7-10am 10-2pm	7-10am 2-6pm			7-10am 10-2pm 2-6pm
Tue Feb 25th	7-10am 6-9pm	7-10am 2-6pm 6-9pm	all day	2-6pm 6-9pm			7-10am	7-10am 6-9pm		7-10am 6-9pm	7-10am 10-2pm 6-9pm
Wed Feb 26th	2-6pm	7-10am 6-9pm	7-10am 10-2pm 6-9pm	all day	2-6pm 6-9pm	10-2pm 6-9pm	6-9pm	6-9pm		6-9pm	all day
Thur Feb 27th	7-10am 10-2pm	7-10am 6-9pm	7-10am 6-9pm	7-10am 10-2pm 6-9pm	6-9pm	10-2pm	7-10am 6-9pm	7-10am	6-9pm	7-10am 6-9pm	7-10am 2-6pm 6-9pm
Fri Feb 28th	6-9pm	7-10am 2-6pm	7-10am 10-2pm 6-9pm	all day			7-10am 6-9pm				7-10am 10-2pm 6-9pm

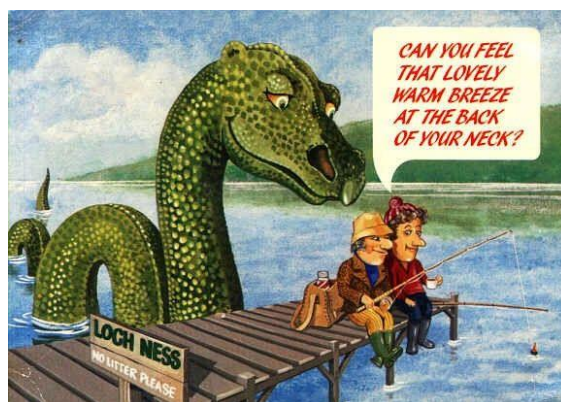
International Desk, West and East Ticketing are almost “**sold out**” this week. Moral of the story is: move fast if you desire to volunteer there. We do have openings at other fantastic locations throughout the airport. If anyone is interested in picking up a regular shift, we’d love to hear from you. We can tailor the shifts and locations to suit you and can be a combination of a number of days, times and locations. Let us know if you want to explore any options.





Volunteer **Glenn B** spotted these two “sharks” in the airport this week. Their friend was returning from “vacation” and would have been thrilled to see their marine friends and their touching signage!

In keeping with the marine theme, here is a Scottish version!



As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

