



TRAVELERS AID[®]

D U L L E S A I R P O R T

The TeleGraham

March 22nd, 2025

Unfortunately, the TeleGraham had a short hiatus as things were pretty busy over the past few weeks. The good news is that a lot of fantastic things have happened and I'm trying to outline some of them here, so enjoy reading!

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 Mar 22nd	12-4pm 4-8pm	8-noon 12-4pm	all day	12-4pm 4-8pm	4-8pm	4-8pm	12-4pm 4-8pm			8-noon 4-8pm	all day
Sun Mar 23rd	all day	8-noon	all day	12-4pm 4-8pm		8-noon 4-8pm		4-8pm		12-4pm 4-8pm	all day
Mon Mar 24th	10-2pm 2-6pm	10-2pm 2-6pm 6-9pm	7-10am 6-9pm	7-10am 2-6pm 6-9pm			7-10am 10-2pm	7-10am 10-2pm		6-9pm	2-6pm
Tue Mar 25th	7-10am 6-9pm	7-10am 6-9pm	all day	2-6pm 6-9pm		6-9pm	7-10am	6-9pm		7-10am 6-9pm	2-6pm 6-9pm
Wed Mar 26th	7-10am 2-6pm	7-10am 6-9pm	7-10am 6-9pm	all day		6-9pm				7-10am 2-6pm	7-10am 10-2pm 6-9pm
Thur Mar 27th	7-10am 6-9pm		7-10am 10-2pm 6-9pm	7-10am 10-2pm		6-9pm	6-9pm	7-10am	6-9pm	all day	7-10am 10-2pm 6-9pm
Fri Mar 28th		7-10am	7-10am 10-2pm 6-9pm	all day		6-9pm	7-10am 6-9pm			7-10am 6-9pm	7-10am 10-2pm 6-9pm

20 locations are "reded out" this week, which is awesome! However, you can still find an excellent location for your next shift if you're looking. Remember, to be guaranteed the shift of your choice, we encourage everyone to sign up for a regular shift. Stop by the office and we can work out a shift to suit your (and ours! 😊) exact needs.

Incredible Service

Sometimes it is good to stretch the legs and get out and about at the airport. This week was such a time, and on Wednesday, I had the unenviable task of delivering the new laminated maps of the airport to each of our locations within the airport. As I bounded excitedly from desk to desk, covering all the desks in the Main Terminal, the Mezzanines and Concourses A,B, C and D, it felt like my own personal

marathon. The feet were not the only thing taking a pounding as my energy level were quickly depleting as I reached my last destination of the day at Concourse A.

Lo and behold upon arrival there, I was met with the sight every volunteer loves to see...

A tired, frustrated and irate passenger...

But then out of nowhere stepped forward Volunteer **Tine B (pronounced Tina) ...**



I watched from afar as **Tine** quickly got the woman's attention, and despite her protests, led her to an information screen and proceeded to explain the answer to her problems. Soon after, the lady walked past me with a huge smile on her face! It was a tremendous example of outstanding customer service, and one that I was delighted to observe in the background. Keep up the great work **Tine!**

Lost & Found – Continuing Education

On Friday we had our latest continuing education meeting with a question and answer session with Carlos Lazo from the Lost & Found Office. Carlos was happy to answer all questions relating to Lost & Found and provided us with valuable insights into the behind-the-scenes operations.



Over the next few TeleGraham's I will be providing some of the info shared. Questions regarding Lost & Found are always amongst the most queries that I receive from volunteers.

First up and possibly most importantly, is the QR code. One of the vital steps for anyone looking for a lost item is to report the item – the best way to do this is to report the item online, as opposed to calling the Lost & Found office.



Please share this QR code link with any passengers enquiring about how to contact Lost and Found. On Tuesday, we will have a new batch of business cards with this code, to hand out at all desks.

YouTube Video

Only 119 views? Our latest continuing education video featuring volunteer **Marilyn D** has only 119 views, which shows that many of the volunteer pool have still to watch it. The video is a superb insight into the security entrances at the airport. I would highly recommend that you spend 5 minutes of your life learning more about the airport and becoming **the best volunteer** you can be!

The video can be found here – <https://youtu.be/Z7N1jG1k0w8>

Or our YouTube channel - [Travelers Aid IAD - YouTube](#)

And, if you're quiet on your volunteer shift and looking for something to do, you can get access to the videos straight from the dashboard. No excuses now, not to watch it!

<input checked="" type="checkbox"/> PASSENGER INFO
<input checked="" type="checkbox"/> TOURISM
<input type="checkbox"/> CONTINUING EDUCATION
YouTube Video #1
YouTube Video #2
YouTube Video #3
YouTube Video #4

Since it seems that you might need a little persuading, or good old-fashioned bribing, I'm offering a **\$10 Starbucks gift card** to the first 3 people who can correctly answer these questions regarding our series of continuing education videos.

- 1) What word was spelled in "British English" as opposed to "American English" in the 2nd video?
- 2) Based on the decorations in the background of the 3rd video, what time of year was the video filmed?
- 3) Who is the volunteer doing the crazy dance at the end of the 4th video? Good guesses will be accepted for this one!



On Thursday 13th March, ~~Patrick~~, Amy and Graham and the very impressive **Janet F** hosted the St Patty's Day Bingo Bonanza. We had over 30 volunteers in attendance and the action was nonstop! 😊

Unfortunately, Patrick was unable to attend as he had ~~a case of measles~~, no sorry, he had ~~last week at work it is~~, no seriously - he was actually sick and he sends his regrets at not being there, as well as his thanks to everyone for your best wishes as he moves on to pastures new.





Party, Party Time!

Continuing on with the party theme, we have decided that next week is the perfect opportunity for an informal get-together. Our last get together at Hawk & Griffin in Vienna was a lovely way for volunteers to socialize and the timing seems right for another.

I had thought that next week was National Volunteer Week, but it's actually April 22-26th, but who needs an excuse to celebrate our amazing volunteers? The date will be **Thursday 27th March at 3pm at Finnegans Irish pub in Ashburn.**

44050 Ashburn Village Blvd, 199, Ashburn, VA 20147

We invite you all (well not all, as it would likely overpower the venue) to attend. This is totally informal, so there are no prizes, no adult beverages provided by us and no awards. What we hope to have is plenty of volunteers chatting and enjoying each other's company. Maybe we will see a couple of people dancing on the tables like last time? Who knows, we might even through in an appetizer or two 😊

Cherry Blossom

There is now a wonderful cherry blossom tree out at gate A15 that makes for great pictures. Here volunteer **Carter M** took a well-earned break to pose after helping a large number of passengers on their way to the gates.

This was the before picture...



And this is the picture **after** I told him that only 119 people had viewed the most recent YouTube video.



Get viewing those videos everyone. They are a simple way to keep up with continued education and help maintain Travelers Aid as one of the most educated and respected volunteer forces in the ~~city county~~ ~~state nation continent world~~ **universe!**

As always, have a great week everyone!

Graham Maclean, Assistant Program Manager

