

FOR IMMEDIATE RELEASE:

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New Orleans Airport Recognizes Volunteer for 5,000 Hours of Service to MSY

NEW ORLEANS – Today, the Louis Armstrong New Orleans International Airport (MSY) announced that airport volunteer, Donald Costello, has served more than 5,000 hours of his time with MSY. Costello is a member of MSY's Lagniappe KREWE, which is a volunteer program aimed at welcoming passengers to New Orleans, answering questions from travelers and sharing information about the City and surrounding region. Donald is a founding member of the Airport's volunteer program and has donated more hours than any other volunteer.

Since the MSY Lagniappe Krewe program began in December 2011, volunteers have donated nearly 26,000 hours to the Airport. Currently, the program has nearly 20 volunteers that work at the airport 7 days a week from 5 a.m. to 9 p.m.

With the new \$1 billion terminal opening in May, the Airport is seeking additional volunteers who would like to be part of this customer service initiative. Volunteer duties include:

- Meet and greet passengers and visitors with a welcome smile
- Help passengers and visitors by directing them to the correct personnel, concourses, Airlines or amenities
- Answer questions and provide information about New Orleans and the Greater New Orleans Metro Area

Volunteers who are bilingual and/or are interpreters of American Sign Language are strongly encouraged to apply. For more information about the program and how to become a volunteer, visit www.flymsy.com/volunteer.

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