



SAN ANTONIO INTERNATIONAL AIRPORT CUSTOMER EXPERIENCE



Not Everyone Loves Flying

Unknown airports and cities, rushing from one gate to another, and keeping children entertained can make for a stressful time. SAT offers a multitude of services and creature comforts to help ease the stress of flying and introduce the traveling public to the city's down home friendly attitude.



Ambassadors

SAT's Ambassadors are volunteers who assist travelers with directions or simply by offering a warm smile and a friendly ear. These friendly locals dressed in distinctive vests and cowboy hats volunteer 31,000 hours assisting 450,000 visitors each year.



Pups & Planes

SAT was the first airport in Texas to deploy volunteers with their therapy dogs to bring comfort to travelers. Since 2013, the program has grown to 24 dogs and handlers who can be found throughout the terminals and the USO.

