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## **MBJ Airports Limited's 2023 CX Excellence Awards reflect Exceptional Customer Service**

Montego Bay, Jamaica, 27 January, 2024

MBJ Media//Sangster International Airport (SIA), Jamaica's leading gateway to the world operated by MBJ Airports Limited (MBJ), presented its 2023 Excellence Awards on Thursday January 25, 2024 to team members who exhibited outstanding customer service.

The MBJ|CX (customer excellence) Awards ceremony, under the theme “#Exceeding Expectations,” was held at the Sangster International Airport in Montego Bay. Fifty-seven members across 23 companies and government agencies - all members of the Team Sangster community – were nominated, and 35 received awards.

Yanique Faulknor and Leroy Harwood of MBJ were recipients of the MBJ Choice Award; they have consistently demonstrated positive service delivery with our stakeholders. Six individuals from different organizations were recognized as “Unsung Heroes” who do impactful work behind the scenes. Twenty-two employees who provide direct customer service on the front line were recognized as “Impression-Makers”, while the importance of teamwork was acknowledged, with recognition for seven employees.

Awardees were also selected from customers' commendations or experiences submitted to MBJ or directly on the company's **Online Customer Feedback Platform**. Eleven individuals and three companies received the “Voice of the Customer” Award.

“MBJ|CX Awards embody our unwavering commitment to excellence – a commitment that extends well beyond the tangible structures of this airport. It centres on people - the passionate, hardworking individuals who recognize that their role is not merely a job but a vital part of crafting indelible memories for our travellers,” commented Shane Munroe, CEO of MBJ Airports Limited.

Employees that embodied these characteristics also included Warren Bolt of Delta Airlines, who won the “Safe and Sound” award; and Euphemia Sterling (JACDEN) and Lexia Clarke-Archer (Eulen Aviation), who received the “Caring Support” award for customers needing special attention.

“Throughout the year, we have heard countless stories of employees going above and beyond, embodying the spirit of hospitality and service. Today, we shine a spotlight on these unsung heroes who have made it their mission to redefine the airport experience,” added Munroe.

The MBJ|CX Excellence Awards Program was launched as part of MBJ's Customer Experience Transformation Program on February 8, 2023, alongside its Customer Experience Program, “C-SWAT” (Customer Service Willing and Available). Awardees must have “Gone the Extra Mile” to improve or make



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a positive impact on the customer experience of passengers, guests, and stakeholders. All airport employees are eligible to be nominated or awarded.



**About Sangster International Airport:**

Sangster International Airport (IATA: MBJ, ICAO: MKJS) is an international airport located 3 mi (4.8 km) east of Montego Bay, Jamaica. The airport is capable of handling nine million passengers per year. It serves as the most popular airport for tourists visiting the north coast of Jamaica. The airport is named after former Jamaican Prime Minister Sir Donald Sangster.

**About MBJ Airports:**

MBJ Airports Limited, the operator of Sangster International Airport, connects Jamaica to more than 60 international destinations. A record 4.7m passengers used the airport in 2019. MBJ operates SIA under a 30-year concession awarded in 2003 and the airport provides employment to more than 7,500 persons. SIA has been named the Caribbean’s Leading Airport by World Travel Awards for 15 years.

