



14. CONCESSIONS QUALITY ASSURANCE REPORTS, SURVEY, WEB COMMENTS, AND CUSTOMER COMPLAINT LETTERS

14.1 Concessions Observation Reports

The Concessions Observation Report/Forms (COR) are generated by the Concessions Management Division or designated representative to record periodic audits and inspections of all newsstands, specialty retail, business services, rental car facilities advertising, and food and beverage locations. The primary focus of these audits/inspections is (1) to evaluate the level of customer service and make recommendations to correct concerns, (2) help improve customer service by identifying critical areas of focus, and (3) create a historical record of the concession's performance for future reference. Audit/inspections include a detail observation and evaluation of the following areas; Facility Appearance, Customer Service, Merchant/Product Quality, Food Sanitation and Safety. Each evaluation is scored from 1 to 100 (with 1 being the lowest and 100 as the highest) within three categories. Scores fall into four different levels of performance- Very Dissatisfied, Dissatisfied, Satisfied, and Very Satisfied. To ensure all concessions locations meet and exceed the based customer service standards outlined in **Section 2.0**, concessionaires must score at least an acceptable rating of 85%. Outlined below is the standard rating system.



Very Dissatisfied Rating 74% and Below (Unacceptable)

Any concessionaire who receives a Very Dissatisfied rating of 74% or below did not meet most of the acceptable standards or they failed to meet a significant level of performance. Additionally, any scores below 75% are unacceptable and the concessionaire must take immediate corrective actions within 48 hours of notification and provide a written response to the Concessions Management Division within 3 business days with an action plan addressing deficient areas to prevent reoccurrence.

Dissatisfied Rating 75% to 84% (Need Improvement)

Any concessionaire who receives a dissatisfied rating with a score between 75% and 84% did not meet the minimum acceptable customer service standards. Any score between 75% and 84% requires corrective action within 5-7 days and tenant must provide a written response to the Concessions Management Division within 3 business days addressing the infractions with solutions to prevent further occurrences.

Satisfied Rating 85% to 94% (Acceptable)

A concessionaire who receives a satisfied rating with a score between 85% and 94% has satisfactorily met the minimum acceptable standards. An acceptable rating does not require a written response; however, the tenant should address all noted problem areas.

Very Satisfied 95% to 100% (Excellent)

A concessionaire who receives a Very Satisfied rating with a score between 95% and 100% has exceeded the minimum acceptable standards. This rating requires no action on the part of the concessionaire.

Below is the rating system equivalent

<u>Rating</u>	<u>Scoring Equivalent</u>
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Excellent	100 – 95%
Acceptable	94 – 85%
Needs Improvement	84 – 75%
Unacceptable	74% and Below

14.2 Survey, Web Comments and Complaint Letters

Passenger may record comments of their travel experience by utilizing one of the following three methods; Survey cards that are accessible throughout the airport, the airport websites (www.fly2houston.com), or forward their complaints via letter to the Houston Airports Customer Service office. The Customer Service office will forward all complaints relating to concessions to the Concessions Management Division. The Concessions Management Division will in turn respond to the customer and forward the customer complaint to the respective concessionaire within 3 business days of receipt. The concessionaire must respond to all customer complaints within 3 business days and forward a copy of all correspondence to the Concessions Management Division.