



DULUTH INTERNATIONAL AIRPORT

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DULUTH AIRPORT LAUNCHES ABOVE & BEYOND INITIATIVE

DULUTH, MN—The [Duluth International Airport](#) announces their newest customer service initiative, the Above & Beyond Service Pledge. “We believe that no matter where you are going or coming from, it’s our job to welcome our customers or send them off with a great experience. Every team member. Every flight. Every guest. Every time,” explained Natalie Peterson, Communications and Marketing Director at the Duluth Airport.

The regional airport created the Above & Beyond Service Pledge as a commitment to exceed expectations in every way possible, which is carried out by its many employers and employees. On duluthairport.com/aboveandbeyond, airport guests and flyers can provide feedback or recognition depending on their experience. The ultimate goal is to identify any areas of improvement, as well as celebrate those who are making the airport a place you want to begin your journey from.

“The airport’s mission is to provide customers with superior service that matches the environment that this terminal creates for our customers,” said Peterson. “This initiative is a way to create a culture of excellent service and recognize team members who go out of their way to bring that mission to life.”

While the airport acknowledges that it can’t control every aspect of air travel, its employers and employees are dedicated to responding to the realities of flight in the best way possible. Based on guest-submitted comments, feedback and peer recognition, this effort is designed to celebrate staff members who excel in their work and make a difference for our customers. To participate, guests are invited to visit the link and submit a memorable person or experience that they’ve encountered at the Duluth Airport.

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About the Duluth International Airport

The new state-of-the-art passenger terminal at the Duluth International Airport opened for business on January 14, 2013. Currently United Airlines offers four daily nonstop flights to Chicago and Delta offers five daily nonstop flights to Minneapolis/St. Paul. We are committed to providing our customers with superior services in a safe, secure, professional environment.

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