



MEDIA RELEASE

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CIAA's Customer Service Team Give Back

Grand Cayman, Cayman Islands (20, January 2016) A traveler who needed extra assistance at Owen Roberts International Airport (ORIA) was given the VIP treatment by the Cayman Islands Airports Authority's (CIAA) Customer Service Team on Thursday, 14 January.

In December, Kevin Dreps reached out to the Airports Authority on behalf of his friend Shaun Otto to enquire about getting extra assistance for an upcoming trip to the Cayman Islands. Mr. Otto has Multiple System Atrophy (MSA), a degenerative neurological disorder. He can walk short distances with a walking stick, however it would be difficult for him to get off the plane unassisted.

CIAA's Customer Service team quickly worked to make the necessary arrangements and decided to also provide the group of travelers, which included Mr. Dreps, Mr. Otto and their spouses with a complimentary Meet & Greet fast tracking service through the airport upon their arrival and departure.



Commenting on the service provided from the CIAA Mrs. Otto said, “This is our third visit to the Cayman Islands and I can’t thank the Airports Authority enough for providing this much needed assistance to my husband during our visit to your beautiful island.”

Photo: L to R CIAA Customer Service Officer Kenworth Connor, CIAA Customer Service Manager Melissa Ebanks, Karla Dreps, Kari Otto, Air Agencies Ltd. staff member Gordon Anderson, Kevin Dreps and Shaun Otto (seated in the wheelchair).

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