

GATEWAY GROUP ONE REACHES PHOENIX SKY HARBOR INTERNATIONAL AIRPORT, AMERICA'S FRIENDLIEST AIRPORT®



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Mavis Gal, Navigator Manager, PHX; **Deborah Brokvist**, General Manager, PHX;
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July 1, 2010, Phoenix, AZ: Phoenix Sky Harbor International Airport (PHX) is America's Friendliest Airport®. A key component for this distinction is the friendly service provided by its customer services ambassadors and nationally recognized Navigators - a group of friendly volunteers whose mission is to make the guests' experience at Sky Harbor Airport faster, easier and more enjoyable. Navigators serve all over the Airport by providing directions, information and friendly assistance. They also serve as a welcoming presence to over 100,000 passengers each day. The Navigator program is recognized as the gold standard throughout airports in the United States. For more information about the Navigators, please visit <http://skyharbor.com/community/volunteering.html>

On July 1, 2010, Phoenix Sky Harbor International awarded Gateway Group One (GGO) the Customer Service contract to continue this innovative model of service. Mr. Sunny Williams, VP for Gateway Group One remarked that "Gateway Group One is delighted to be awarded this prestigious contract at an exciting destination city airport and is looking forward to elevate the customer experience, create excitement within the navigator program and be an integral part of Americas Friendliest Airport®"

Gateway Group One, a provider of Customer Care Service for more than two decades, is no stranger in this arena. The Port Authority of NY & NJ recently awarded the 2009 Contractor of the Year award to

Gateway Group One for providing outstanding Customer Care Service. Gateway Group One "red coats" presence is felt at Newark International Airport (New Jersey), John F. Kennedy International Airport, LaGuardia Airport and Stewart Airport (New York). Gateway Group One currently services the legacy airline brands in various cities. Gateway Group One is also flying high internationally by providing services at the prestigious Indira Gandhi International Airport, Delhi India.

About Gateway Group One:

Founded in 1979 as Gateway Security, Gateway Group One is made up of three companies: Gateway Frontline Academy, Gateway Security Services and Gateway Frontline Services. Together, the companies provide training, physical security and frontline customer service personnel to some of the largest corporations, healthcare facilities, entertainment venues and transportation hubs in the United States.

About Phoenix Sky Harbor International Airport:

Launched in October 1952, Phoenix Sky Harbor International Airport is one of the ten busiest in the nation and among the top 20 busiest in the world with a \$90 million daily economic impact. On a typical day, more than 1,200 aircraft arrive and depart; more than 100,000 passengers arrive and depart; more than 600 tons of air cargo is handled.