



Seattle-Tacoma
International
Airport



Customer Service Standards Manual

A guide to five-star service at SEA



Here to help

This standards manual has been developed for the benefit of all airport customers and outlines the customer service expectations for all SEA employees, regardless of employer, as well as volunteers.

The SEA Promise

To create, through a passionate service culture, an elevated travel experience that's inspired by the original nature of the Pacific Northwest.

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Ready to serve



To SEA employees, partners, and contractors:

It is a pleasure to introduce you to the first edition of the Seattle-Tacoma International Airport Customer Service Standards Manual.

In January 2020, we announced a new brand for SEA with our promise “to create, through a passionate service culture, an elevated travel experience that is inspired by the original nature of the Pacific Northwest.” This manual is intended to help all of us uphold that promise.

An international airport is a complex operation requiring extensive collaboration between the employees, operators, partners, regulators, vendors and tenants. That is what we do to make the everyday miracle of commercial air travel possible. It may seem like we are all about logistics but make no mistake: we are in the hospitality business.

At the heart of the operation are our customers: people heading out or coming home. They are traveling for business, leisure, or personal reasons. They are excited or worried or glad or tired or impatient or delighted or some combination of all these feelings and more.

In short, they are humans in transit with a lot on their minds, and our job is to make their experience not just stress free, but a pleasure. This is the essence

*This is the essence of “elevate”
at SEA: we go above and beyond.*

of “elevate” at SEA: we go above and beyond. We don’t point, we lead. We listen and smile and anticipate. We make the orders of our operation invisible to customers, who know simply that they are experiencing “the airport,” in Seattle. We all contribute to the SEA experience, and we are all here to help.

As the Pacific Northwest gateway, SEA does not just reflect our region’s spirit of exploration and reputation for excellence, we help define it. Quality standards help us create, measure and sustain a service culture by establishing a clear and comprehensive set of priorities that detail high expectations and help us achieve them.

Thank you for being part of creating the SEA experience — an enjoyable and seamless transition between destinations that leave millions of travelers who pass through our doors feeling safe, welcome and that we have met or exceeded their expectations.

*Lance Lyttle, Managing Director,
Seattle-Tacoma International Airport (SEA)*

Achieving five-star service

Curbside to gate and every step in between

We all know what great customer service feels like — it feels good. Because it feels good to be heard, it feels good to have someone take time on your behalf, it feels good to be on the receiving end of interest and care, especially when it results in a solved problem, but even when it doesn't.

RAISING THE BAR

And we all know, having experienced the opposite of great customer service, that it doesn't take much to go from OK to fantastic, and that most of what it takes is attitude. Most, but not all.

Which is why we commit to standards: the details of interaction, function and operation that helps all employees understand and achieve the high customer service bar we set. SEA is the threshold to the Pacific Northwest, home of customer service legends like Nordstrom, Alaska Airlines, Starbucks and Costco. Superior service begins and ends on our tarmac.

Through Port staff training and orientation, application to contracts and cross-functional monitoring and reporting, these standards will hold us all to account. We will update them as necessary to ensure an ever more rewarding experience for SEA customers.

PURPOSE

This comprehensive set of standards helps us define, monitor and measure our progress toward a consistently high, seamless level of service at every point along our customer's route through SEA.

And while solicitous interactions between customers and employees are paramount, they are not the sum of what constitutes the ideal experience. For that, we must attend also to facility cleanliness, condition and convenience, as well as the safety and health of everyone at the airport.

PROGRESS

This guide is a tool. We'll use it as a reference to make sure we're on track, and as a basis for evaluating performance. We'll monitor and report our progress against these standards, through audits by world airport rating system Skytrax, ACI-ASQ customer surveys, and Port of Seattle customer satisfaction surveys, as well as daily inspections by terminal operations, custodial services and the health department.

In 2021, we'll add a new layer of quality assurance with anonymous contractors who engage as passengers with SEA front-line service providers throughout the travel journey. The customer service standards in this manual will serve as the criteria to formally evaluate these interactions and the overall customer experience.

Welcome to SEA



Curbside



Baggage Claim



Gates

- Gate seating
- Children's Play Area
- Restrooms
- Accessibility Services
- Power Charging Stations
- Nursing Suites

AIRPORT-WIDE CUSTODIAL SERVICES



When the facility sparkles, so do we.



CUSTOMER JOURNEY AT SEA



Ticketing

Airline and Baggage Check-in



Security

TSA Screening

AIRPORT-WIDE CUSTODIAL SERVICES

Dining & Retail



Great customer service makes transitions seamless.



Trains, Elevators, & Escalators



Warm welcome



A Customer Interaction

Attitude

Appearance

Awareness

Helpfulness



Stellar customer service is a priority and expectation for all people who work at Seattle-Tacoma International Airport (SEA). Providing an elevated experience is a daily effort. Whether an airport employee or volunteer helps a customer find their way, solves a problem to make the journey easier, or simply brings a genuine, sense of service and kindness to their interactions, it's our people who bring the SEA promise to life.

A Customer Interaction

A1. Attitude

A2. Appearance

A3. Awareness

A4. Helpfulness

A1. Attitude

All employees shall:

- Be courteous, polite, and cooperative.
- Be alert and responsive to customers, tenants, partners, and fellow airport employees.
- Adopt a “warm welcome” approach by proactively and consistently offer a friendly greeting (e.g. “Welcome to Seattle”, “Good Morning/ Afternoon/Evening”, “Happy Holidays” or “Hello – have a great day”) as people walk by.
- Make eye contact and smile when offering the greeting.
- Use welcoming and professional language (no foul language, crude behavior, or horseplay).
- Behave in a way that brings pride to the airport and all employers (not commit any act that may bring discredit upon the Port, airlines, or tenants).

A2. Appearance

All employees shall be Ready to Work:

- Arrive on time, take care of personal business before the shift starts.
- Report to duty with a clean and neat appearance.
- Adhere to professional grooming and personal hygiene standards.
- Wear a clean and pressed uniform.
- Wear a name badge reflecting company name and employee name (an airport issued ID is not a substitute).
- Adopt an open posture when interacting and available to customers.
- Remain ready to provide assistance at all times while on duty (not use cellular phones, electronic devices, or reading material while on duty unless directly related to the performance of assigned services. Personal cell phones and electronic devices are prohibited from use while on duty).



A Customer Interaction

A1. Attitude

A2. Appearance

A3. Awareness

A4. Helpfulness

A3. Awareness

All employees shall:

- Demonstrate awareness and understanding of the SEA brand promise and values.
- Be informed, capable of providing customers with directions and to know how to obtain information and services at SEA.
- Stand Position in a location that is readily accessible to customers (e.g. not leaning against a wall or looking at a phone).
- Spread out from other staff/airport volunteers so as much space can be covered as possible.
- Use person-first terminology when communicating with or about people with disabilities (e.g. “passenger who is deaf” vs. “deaf passenger.”)
- Be on the lookout for people wearing the Sunflower lanyard signifying hidden disabilities such as low vision or hearing loss, autism, epilepsy, anxiety disorders (among others).
- Be considerate of the extra time it might take a person with a disability to get things done or said. Let the person set the pace in walking and talking.
- When acting as a sighted guide, allow that person to take your arm. This will enable them to easily follow your lead, even up or down curbs or stairs. Be descriptive.
- Always face a person who is deaf or hard of hearing so that they can see your lips. When in doubt write it out. Speaking loudly does not mean you will be heard.
- When speaking with a person who is blind or has low vision, always identify yourself, introduce others with you and indicate when you move from one place to another and when the conversation is at an end.
- Service animals are working and should not be touched, petted or distracted. Provide escort or descriptive instructions to an animal relief area if requested.



A Customer Interaction

A1. Attitude

A2. Appearance

A3. Awareness

A4. Helpfulness

A4. Helpfulness

All employees shall:

- Give information to customers, without waiting to be asked, about unusual situations or delays in the terminal or other locations as appropriate.
- Use a clear, friendly voice when working the security checkpoint lines, international arrivals facility (IAF), or in other situations or areas of work where there may be a lengthy wait. Explain the anticipated wait time and reason (e.g. if a canine is being switched out, if there are mechanical issues, if customers should move to a different line for faster service, etc.). Approach customers while greeting them and offering assistance.
- Guide the customer to a place they are looking for (rather than just pointing) whenever feasible.
- Ask a person wearing a Sunflower lanyard, “How can I help?” and use extra patience.
- Speak with a friendly tone and be approachable.
- Interact with customers, even in difficult situations, with calm and upbeat responses and in a clear, articulate manner.
- Represent courtesy and respect in all communications (never yell, mumble, or complain).
- Refuse tips or gratuities, except for wheelchair service attendants, landside electric cart drivers and rental car facility bus drivers.



Seamless handoffs



B Customer Journey



Curbside (arrival/departure)
Pre-security & ticketing
Checkpoints, queuing areas
Terminal, walkways, arrivals,
& baggage
Trains, elevators, & escalators
Airport dining, retail, & services
Gates
Food court areas
Restrooms
Ground transportation
Customer amenities
Custodial services

We take pride in providing SEA customers with a satisfying experience in which the only things they notice about our facility are that it is exceptionally clean, functional and friendly. Travelers expect a consistent, predictable process, free of barriers and distractions, and full of helpful touches from curb to gate. Spotless, well-maintained facilities show that SEA pays attention to details and cares about its customers. We call it “day fresh” — a sparkling start to every day.

B Customer Journey

B1. Curbside (Arrival/Departure)

- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B1. Curbside (Arrival/Departure)

MAIN ROADWAY

Maintenance

- Pavement is maintained in a safe condition.
- Roadways are clean and free of debris.
- Roadways are visible, clearly striped, and marked for easy identification.
- Speed limits are posted and easy to see.

Other

- No unattended vehicles (including unofficial parked vehicles) at frontages along roadways.
- **COVID-19**
Verify the placement and condition of signage to provide directions to customers for expediting the curbside operation.

SIDEWALKS & TERMINAL ENTRANCE/EXITS

Cleanliness

- Walls and surfaces are free of graffiti.
- Automatic doors operate properly.
- Area between half walls and windows is free of debris.
- Entry and exit doors are clean and free of debris.
- Frontages, sidewalks, and crosswalks are clean and free of debris.
- Walls and columns are clean and free of debris and stains.

Maintenance

- Pavement is maintained in a safe condition.
- Roadways are visible, clearly striped, and marked for easy identification.
- Speed limits are posted and easy to see.
- Sidewalks are smooth and free of large cracks and missing surface areas.

Other

- Tenant equipment is properly stored in allowed spaces.
- No unattended vehicles (including unofficial parked vehicles) at frontages along roadways.
- Waste receptacles are emptied to prevent overflow.
- Verify the placement and condition of signage to provide directions to customers for expediting the curbside operation.



B Customer Journey

B1. Curbside
(Arrival/Departure)

B2. Pre-security & ticketing

B3. Checkpoints, queuing areas

B4. Terminal, walkways, arrivals,
& baggage

B5. Trains, elevators, & escalators

B6. Airport dining, retail, & services

B7. Gates

B8. Food court areas

B9. Restrooms

B10. Customer amenities

B2. Pre-security & Ticketing

TICKETING

Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry and free of debris and stains.
- Walls, columns and other surfaces are clean, free of graffiti, stains, and debris.
- Waste receptacles are emptied to prevent overflow.
- Water fountains are clean and free of debris with a polished appearance.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Public address system (including music system) is clear and audible.
- Stanchions are installed, secured, and positioned to support the operation.
- Walls and columns are in good condition, with no dents, marks, or peeling paint.
- Waste receptacle are in good condition with no dents, marks, or peeling paint.
- Windows are in good condition with no cracks or peeling tint.

Other

Maintenance

- Elevator buttons and switches work.
- Elevator emergency phone works.
- Elevators and escalators work.
- Floors are in good condition; carpet is not worn or frayed; tile has no cracks or gouges.
- HVAC is in working order.
- Kiosks are in working order.
- Art exhibit: galleries and showcases are clean and in good condition.
- Plants and containers are in good condition with no dents or peeling paint, and contain green, healthy plants. Plants are clean and dust free.
- Verify placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.



B Customer Journey

B1. Curbside
(Arrival/Departure)

B2. Pre-security & ticketing

- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B2. Pre-security & Ticketing

WHEELCHAIR SEATING AREA

Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and other surfaces are clean, free of graffiti, stains, and debris.
- Waste receptacles are emptied to prevent overflow.
- Water fountains are clean and free of debris with a polished appearance.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.

Maintenance

- Chairs and seats are free of rips, tears, and broken parts.
- Floors are in good condition; carpet is not worn or frayed; tile has no cracks or gouges.
- HVAC is in working order.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Public address system (including music system) is clear and audible.
- Walls and columns are in good condition, with no dents, marks, or peeling paint.
- Waste receptacle are in good condition with no dents, marks, or peeling paint.
- Windows are in good condition with no cracks or peeling tint.

Other

- Tenant equipment is properly stored in allowed spaces.
- Verify placement and condition of signage to provide directions to customers.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas**
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B3. Checkpoints, Queuing Areas

Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and other surfaces are clean, free of graffiti, stains, and debris.
- Waste receptacles are emptied to prevent overflow.
- Water fountains are clean and free of debris with a polished appearance.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.

Maintenance

- Automatic doors operate properly.
- Floors are in good condition; carpet is not worn or frayed; tile has no cracks or gouges.
- HVAC is in working order.
- Light fixtures work.
- Public address system (including music system) is clear and audible.
- Stanchions are installed, secured, and positioned to support the operation.
- Walls and columns are in good condition, with no dents, marks, or peeling paint.
- Waste receptacles are in good condition with no dents, marks, or peeling paint.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Verify placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas

B4 Terminal, walkways, arrivals, & baggage

- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B4. Terminal, Walkways, Arrivals, & Baggage



Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and other surfaces are clean, free of graffiti, stains, and debris.
- Waste receptacles are emptied to prevent overflow.
- Water fountains are clean and free of debris with a polished appearance.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.

Maintenance

- Elevator buttons and switches work.
- Elevator emergency phone works.
- Elevators and escalators work.
- Floors are in good condition; carpet is not worn or frayed; tile has no cracks or gouges.
- HVAC works.
- Kiosks are in working order.
- Light fixtures work.

- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Public address system (including music system) is clear and audible.
- Stanchions are installed, secured, and positioned properly to support the operation.
- Tables and chairs are in good condition without dents, marks, or peeling paint.
- Walls and columns are in good condition, with no dents, marks, or peeling paint.
- Waste receptacle are in good condition with no dents, marks, or peeling paint.
- Water fountains work.
- Windows are in good condition with no cracks or peeling tint.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Verify placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.

B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas

B4 Terminal, walkways, arrivals, & baggage

- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B4. Terminal, Walkways, Arrivals, & Baggage

BAGGAGE

Cleanliness

- Carousels are clean and free of debris; carpet on top of carousel is vacuumed and unstained.
- Seating is clean and free of debris and stains.
- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Telephones and telephone areas are clean and free of debris.
- Walls, columns and other surfaces are clean, free of graffiti, stains, and debris.
- Waste receptacles are emptied to prevent overflow.
- Water fountains are clean and free of debris with a polished appearance.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.

Maintenance

- Carousels work; there are no areas that can cause damage to baggage or injury to customers.
- Elevator buttons and switches work.
- Elevator emergency phone works.

- Elevators and escalators work.
- Floors are in good condition; carpet not worn or frayed; tile has no cracks or gouges.
- HVAC is in working order.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Chairs and seats are free of rips, tears and broken parts.
- Walls and columns are in good condition, with no dents, marks, or peeling paint.
- Waste receptacle are in good condition with no dents, marks, or peeling paint.
- Water fountains work.
- Windows are in good condition with no cracks or peeling tint.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Verify placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage

B5. Trains, elevators, & escalators

- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B5. Trains, Elevators, & Escalators

STS CORRIDOR

Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and other surfaces are clean, free of graffiti, stains, and debris.
- Waste receptacles are emptied to prevent overflow.
- Walls and columns are in good condition without dents, marks, or peeling paint.
- Waste receptacles are in good condition without dents, marks, or peeling paint.

Maintenance

- Elevator buttons and switches work.
- Elevator emergency phone works.
- Elevators and escalators work.
- Floors are in good condition; carpet not worn or frayed; tile has no cracks or gouges.
- HVAC is in working order.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Public address system (including music system) is clear and audible.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Verify placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage

B5. Trains, elevators, & escalators

- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B5. Trains, Elevators, & Escalators

STS TRAIN

Cleanliness

- Seating is clean and free of debris.
- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and surfaces are clean, and free of graffiti, debris, and stains.
- Waste receptacles are emptied to prevent overflow.
- There is no trash in trains.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.

Maintenance

- Floors are in good condition; carpet not worn or frayed; tile has no cracks or gouges.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Public address system: (including music system) is clear and audible.
- Walls are in good condition without dents, marks, or peeling paint.
- Hand poles are in good condition, clean and polished.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Verify the placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators

B6. Airport dining, retail, & services

- B7. Gates
- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B6. Airport Dining, Retail, & Services

ADR STANDARDS WITHIN LEASED SPACE

Cleanliness

Units appear clean, uncluttered, organized, and free of debris and unpleasant odors.

- Seating is clean and free of debris.
- Floors are clean, dry, and free of debris and stains.
- Windowsills are clean and free of dirt, debris and dust.
- Windows, display cases and all other glass is clean, free of smudges/food/dirt, noticeable streaks and dust both inside and out.
- Trash receptacles and wastebaskets are clean inside and out, odor free, and continually emptied to avoid overflow; trash receptacles must always contain approved trash liners.
- Walls, columns and surfaces are freshly painted, clean, and free of graffiti, debris, and stains.

Maintenance

- Floors are in good condition; carpet not worn or frayed; tile has no cracks or gouges.
- Tables and chairs are in good condition without dents, marks, or peeling paint.
- Walls and columns are in good condition without dents, marks, or peeling paint.
- Waste receptacles are in good condition without dents, marks, or peeling paint.

Other

- Tenant equipment is properly stored in allowed spaces.
- Excess stock, merchandise, and products are stored neatly out of customer view.
- Aisles and hallways (both inside and outside the unit) are free of carts, pallets, dollies, crates, boxes, trash, equipment, etc.
- Employee personal belongings are stored out of public view.
- Clearance around all dining and retail furniture, merchandise, and displays is at least 36" to ensure that passengers of all abilities can navigate.
- No trip hazards; no uneven surfaces larger than ¼".



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services

B7. Gates

- B8. Food court areas
- B9. Restrooms
- B10. Customer amenities

B7. Gates

Cleanliness

- Seats and tables are clean and free of stains and debris.
- Cleaning supplies and equipment are stored out of customer view when not in use.
- Electrical outlets installed on chairs are plugged in and working.
- Floors are clean, dry and free of debris and stains.
- Walls, columns and surfaces are free of graffiti.
- Waste receptacles are emptied to prevent overflow.
- Water fountains are clean and free of debris with a polished appearance.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.
- Public address system (including music system) is clear and audible with appropriate volume level.
- Seats and tables are free of rips, tears and broken parts.
- Walls and columns are in good condition with no dents, marks, or peeling paint.
- Waste receptacles are in good condition without dents, marks, or peeling paint.
- Windows are in good condition with no cracks or peeling tint.
- Tables and chairs are in good condition without dents, marks, or peeling paint.
- Water fountains work.

Maintenance

- HVAC is in working order.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Telephones (including telephone areas) are clean and free of debris.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Plants and containers are in good condition without dents or peeling paint, and contain green, healthy plants. Plants are clean and dust free.
- Verify the placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates

B8. Food court areas

- B9. Restrooms
- B10. Customer amenities

B8. Food Court Areas

Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and surfaces are free of graffiti, debris and stains.
- Tables and chairs are clean and free of debris and stains.
- Waste receptacles are emptied to prevent overflow.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.
- Tables and chairs are in good condition with no dents, marks, or peeling paint.
- Walls and columns are in good condition with no dents, marks, or peeling paint.
- Waste receptacles are in good condition without dents, marks, or peeling paint.
- Windows are in good condition with no cracks or peeling tint.

Other

- Art exhibit: galleries and showcases are clean and in good condition.
- Verify placement and condition of signage to provide directions to customers.
- Tenant equipment is properly stored in allowed spaces. .

Maintenance

- Floors are in good condition; carpet is not worn or frayed; tile has no cracks or gouges.
- HVAC is in working order.
- Light fixtures work.
- Monitors (including FIDS) are in working order. No error messages or blank screens appear.
- Public Address System (including music system) is clear and audible with appropriate volume level.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas

B9. Restrooms

- B10. Customer amenities

B9. Restrooms

Cleanliness

- Cleaning supplies and equipment are stored out of customer view when not in use.
- Dispensers (towel, tissue, seat cover, soap, sanitary, diaper, baby changing table, etc.) are clean and free of dust.
- Dispensers are stocked.
- Entryway walls and columns are clean and free of stains.
- Floors are clean, dry, and free of debris and stains.
- Restroom, including partitions, mirrors, walls, and baby changing station, is free of graffiti.
- Mirrors are free of streaks, smudges and watermarks.
- Partitions, stall doors, and grab bars are clean and free of stains.
- Sinks, toilets, and urinals are clean and free of debris; porcelain surfaces have a polished appearance.
- Walls and columns are clean and free of debris.
- Waste receptacles are emptied to prevent overflow.

Maintenance

- Clothes hooks are available in stalls.
- Dispensers work.
- Door locks and latches work.
- Entryway walls and columns are in good condition with no dents, marks, or peeling paint.
- Floors are not broken or cracked; no tiles are missing.
- Light fixtures work.
- Mirrors are not cracked or broken.
- Partitions, stall doors, and grab bars are in good condition free of scratches and peeling paint.
- Public address system (including music system) is clear and audible.
- Sinks work.
- Toilets and urinals work.



B Customer Journey

- B1. Curbside (Arrival/Departure)
- B2. Pre-security & ticketing
- B3. Checkpoints, queuing areas
- B4. Terminal, walkways, arrivals, & baggage
- B5. Trains, elevators, & escalators
- B6. Airport dining, retail, & services
- B7. Gates
- B8. Food court areas
- B9. Restrooms

B10. Customer amenities

B10. Customer Amenities

CHILDREN'S PLAY AREA, NURSING MOTHER'S SUITE AND NURSING ROOM, MEDITATION ROOM

Cleanliness

- Seats and are clean and free of debris and stains.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns and surfaces are free of graffiti, debris and stains.
- Waste receptacles are emptied to prevent overflow.
- Windows and windowsills are clean and free of dust and debris; window streaks are not visible.

Maintenance

- Floors are in good condition; carpet not worn or frayed; tile has no cracks or gouges.
- Windows are in good condition with no cracks or peeling tint.
- HVAC is in working order.
- Seats and playing surfaces are free of rips, tears and broken parts.
- Public address system: (including music system) is clear and audible.
- Light fixtures work.

PET RELIEF AREA

Cleanliness

- No animal waste present after cleaning.
- Cleaning supplies and equipment are stored out of customer view when not in use.
- Floors are clean, dry, and free of debris and stains.
- Walls, columns, and surfaces are free of graffiti, debris and stains.

Maintenance

- Floors are in good condition; carpet is not worn or frayed; tile has no cracks or gouges.
- Artificial grass is free of rips, tears, and broken parts; should appear new.
- Drains are kept clear to ensure efficient drainage of animal waste.
- HVAC works.

Other

- Tenant equipment is properly stored in allowed spaces.



Health and safety for all





C Public Health Standards – COVID-19

Standards for
Customers
& Employees

Custodial Services
for Infectious Disease
Control

We have instituted enhanced cleaning protocols at SEA to protect customer health and well-being as we weather the global pandemic. Practices are based on the expertise and insights of many, including the Centers for Disease Control and Prevention (CDC), state and county public health department guidelines, and SEA customer feedback, as well as local and national customer surveys, tenant input and industry partner networks.

C Public Health Standards COVID-19

C1. Standards for Customers & Employees

C2. Custodial Services for Infectious Disease Control

C1. Standards for Customers & Employees

- Passengers, visitors, and airport workers are required to wear face coverings or masks over their mouths and noses within SEA.
- Travelers should practice physical distancing in queues, seating areas when transacting with food concessionaires and boarding aircraft.
- No more than four in an elevator.
- Use every fourth step on escalators.
- Wash your hands often with soap and water for at least 20 seconds
- Avoid touching your eyes, nose, and mouth.

C2. Custodial Services for Infectious Disease Control

- Maintain hand sanitizer units in customer-facing areas
- Maintain an adequate level of hand soap, cleaning chemicals and EPA approved disinfectants, cleaning tools and materials, paper towels, toilet seat covers, toilet tissues and other hygiene consumable products for the restrooms at all times.
- Undertake deep cleaning each night during non-busy operation hours; ensure all surfaces in the restrooms are cleaned and sanitized.
- Undertake frequent cleaning of high touch points, with EPA-approved disinfectants in accordance with guidance with manufacturers:
 - Benches
 - Biometric card readers
 - Checkpoint divesting and re-composure
 - Door handles
 - Elevator buttons
 - Escalator handrails
 - Food court tables
 - Gate waiting area seats and armrests
 - Parking pay kiosks
 - Stairwell handrails
 - Tables
 - Ticketing kiosks
- Complete frequent cleaning of the interiors surface areas of jet bridges, walkways and touch points leading to ramp loading hardstand areas.
- Plastic barrier screens are clean, free of smudges, grime, dirt and are not cracked or broken.



C Public Health Standards COVID-19

C1. Standards for Customers & Employees

C2. Custodial Services for Infectious Disease Control



C2. Custodial Services for Infectious Disease Control

- TSA checkpoint cleaning includes:
 - Hourly bin and bowl cleaning occurs at each active lane
 - Hourly cleaning at the divesture and recomposure areas
 - Hourly cleaning on rails on conveyors and tables
 - Frequent floor sanitization and deep cleaning after hours
 - Frequent cleaning of plastic barriers, conveyors and exterior of X-Ray scanners
- Biohazard clean-up protocol within 10 minutes
- Proper and immediate disposal of biohazard waste to designated container outside the terminal.
- Personal protection equipment that meets safety requirements used by custodial service staff.
- Nightly high-traffic vacuum using HEPA vacuum cleaner, in public common areas.

If you find that any standard is not met and is not within your ability to correct, please report it to your supervisor, email SEAcustomer@portseattle.org, or use the SEA See Say Airport app to submit a report.

