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Otago Daily Times

Online Edition | Wednesday, 25 January 2012 | 11:45:08

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By Hamish McNeilly on Thu, 15 Dec 2011

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Dunedin International Airport customer services officer Gordon

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ODTV VIDEOS

Dunedin International Airport customer services officer Gordon McDonald was awarded a special service award at a ceremony on Monday. Photo by Jane Dawber.

Gordon McDonald at your service.

The customer services officer has been recognised for his service to the more than 800,000 passengers who visit Dunedin International Airport each year.

The 68-year-old was awarded an Aviation, Tourism and Travel Training Organisation KiaOraMai "awesome service" award at a ceremony at Forsyth Barr Stadium earlier this week, along with other graduates.

The award recognises those who have delivered great service as part of the KiaOraMai training programme for frontline staff, which was launched by Prime Minister John Key two years ago.

Mr McDonald said he loved his job, which included looking after lost and found, and fielding questions.

And the most common request from passengers?

"Where are the rental cars, and where do I stay," he said.

Working at an airport was always interesting, and airport reality shows were "pretty true to life if you cut out all the boring bits".

Airport chief executive John McCall said Mr McDonald had worked at the airport for 14 years and was a well-regarded and respected member of staff.

"We are absolutely overjoyed he has been recognised with this award. He always goes out of his way to help people, he is proud of Dunedin and he answers questions from an untold number of people each day."

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