

# Beyond the Destination Tours

Certified Tour Directing & Tour Guiding

970-462-3014

## AIRPORT MEET & GREET SERVICES

Denver (DEN) & Colorado Springs (COS)

Terence F. O'Hare — ITMI Certified Tour Director

### Who I Serve

- Student performance groups
- International delegations
- Corporate arrivals & conventions
- VIP travelers
- Tour operators & DMCs
- Inbound travel companies
- Educational travel organizations

### What I Provide

#### Airport Logistics & Group Flow Management

- Airline liaison & check-in coordination
- Group line management & flow control
- Baggage handling oversight
- TSA routing & timing management
- Gate coordination & escorting
- International arrivals support

### Guest Experience & Safety

- Calm, organized, multilingual guest support
- Clear communication with directors & chaperones
- Stress reduction for large student groups
- Safety-first baggage and movement procedures
- Cultural sensitivity for international travelers

### Professional Standards

- ITMI-certified
- 17+ years in group travel operations

- Multilingual (English, French, Spanish, Portuguese, Italian)
- Experienced with student, corporate, and VIP groups
- Background in event coordination and concierge-level service

## **Why It Matters**

A skilled airport greeter prevents:

- Delays
- Scattered students
- Airline frustration
- Mixed instructions
- Safety risks
- Repeated processes
- Lost passengers
- Group stress

 A single point of contact ensures a **smooth, safe, efficient airport experience** from curb to gate.

## **Why Work With Me**

- Proven success managing complex airport operations at DEN
- Experience with Albatross Travel, Bob Rogers Travel, and international groups
- Strong rapport with airline staff and airport personnel
- Calm, authoritative presence in high-stress environments
- Detailed, professional communication before, during, and after service
- Trusted by tour operators for reliability, clarity, and guest care

## **Contact**

### **Terence F. O'Hare**

Owner – Beyond the Destination Tours

ITMI Certified Tour Director & Guide

Multilingual Meet & Greet Specialist

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