Quick Reference Guide

Visit www.MCOCares.com

Resources available to Employees

- Take our survey
- Mobile App
- Ideation
- Quick Reference Guides (The Pocket Guide to MCO)
- Employee Recognition (Monthly Employee Recognition Recipient lists and Group Photos)

Common Purpose

To delight and value each guest with the finest airport experience in the world.

Service Standards

Safety ✈ Comfort ✈ Ease ✈ Speed

Service Behaviors

- ◊ Remain mindful of surroundings and stop unsafe behaviors.
- ◊ Pick up trash or report an area that needs attention.
- ◊ Display appropriate body language and use a calm tone of voice.
- ◊ Make eye contact and smile.
- ◊ Proactively offer assistance to the next step in journey.

FAQs

Where can guests call for airport information?
Guests can call the Information Center at 407-825-2352.

Who do I call for common area spills?
Communication Center 407-825-2065

Who can help guests who need assistance and do not speak English?
Language assistance is available from Ambassadors or the Information Centers.

Who do I call about an unattended bag?
Communication Center 407-825-2065 or 911.

Where can a guest page someone?
Information Centers or Beige Paging Phone and dial 2000.

Where can guests call for Airport Valet Parking?
Guests can call 407-495-7388 (A Side) or 407-572-4750 (B Side). After 11 p.m., they can call 877-847-0045.

How can guests with disabilities or medical conditions get assistance with security screening?
Guests can ask for assistance on the spot at the TSA security area or call TSA Cares in advance at 855-787-2227. Representatives are available M-F 8 AM-11 PM and weekends/holidays 9 AM-8 PM Eastern time. For hearing impaired assistance, use Federal Relay 711.

I need to find

ATM Level 3	East, West, Center	
Luggage Carts Lvl 2 East/West/Center	Lvl 3 East & West	
Baby Products Newsstands		
Mail / FedEx / UPS Drop Box Level 3	Center (Across from Bank)	
Bank Level 3A	Center	
Nursing Mamava Suites Level 2B, AS 1, 2, & 3	/	**Rooms** AS 4
City bus Level 1A	East	
Orlando Police Dept. (OPD) Level 3B	Near West Checkpoint	
CLEAR Level 3	East & West Checkpoints	
Passenger Lounges The Club MCO Lounge		AS 1 & 4
Delta Lounge		AS 4
Companion Care Restrooms Level 3	East and West	
United AA Admirals Club		AS 3 Gate 43 AS 3 Gates 50 & 54
Pet Relief Stations Level 2B	A curb East / B curb West	
Currency Exchange Lvl 2B Carrousel 27 / Lvl 3B East & West		
Reflection Rooms West Security Checkpoint	/	AS 4
Disney's Magical Express Level 1B	West	
Rental Car / Taxi Level1		A & B
First Aid Call 911		
TSA PreCheck Enrollment Center Level 3A	Center (Across from Bank)	
Information Lvl 3: East & West Lvl 1: Center A & B	Lvl 2 A & B Each Airside	
USO Level 1A		West
Lost & Found Level 3B	Center	

Conventions and Conferences

July 2-15 Youth Basketball of America: National Championship 2017
July 12-14 American Sportfishing Association ICAST 2017

Tips and Updates

Please note the numbered signs along the curb correspond to luggage carousel numbers:

Effective July 1st:

TNC A/K/A Uber, Lyft, and taxis will be picking up on both sides of Level 2.

uber and lyft
A side pickup is at either end by number 1 (Alaska) and number 14 (Southwest)
B side pickup is at either end by number 32 (Delta) and number 20 (Silver/Spirit)

Uber Black is now Uber Select and will continue to pick up on the Level 1 Express curb.

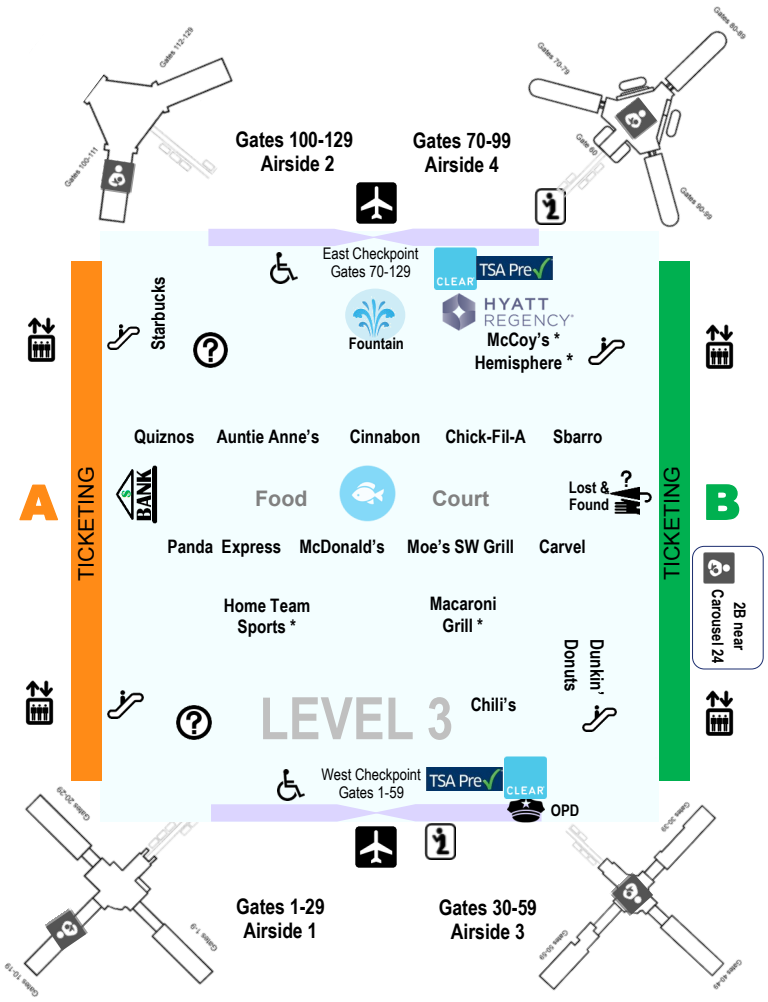
Taxis:

A side pickup is curbside between #5 and #6
B side pickup is curbside between #29 and #30

Airlines

Aer Lingus A 1-29 800-474-7424	**Caribbean Airlines** B 70-99 800-920-4225	**Magnicharters** A 1-29 800-201-1404	**Virgin America** A 100-129 877-359-8474
Aeromexico A 1-29 800-237-6639	**Copa** A 1-29 800-359-2672	**Miami Air** A 1-29 877-535-9624	**Virgin Atlantic** A 70-99 800-862-8621
AirBerlin A 1-29 917-261-3165	**Delta Air Lines** B 70-99 800-221-1212	**Norwegian** A 70-99 800-357-4159	**Volaris** B 70-99 866-988-3527
Air Canada / Rouge B 70-99 800-247-2262	**Eastern Air Lines** A 1-29 305-908-8392	**Silver Airways** B 1-29 801-401-9100	**World Atlantic Airlines** A 1-29 305-722-6100
Air Transat A 1-29 877-872-6728	**Emirates** A 70-99 800-777-3999	**Spirit** B 30-59 801-401-2222	**WestJet** A 1-29 888-937-8538
Alaska A 100-129 800-252-7522	**Eurowings** A 1-29 845-709-8332	**Southwest** A 100-129 800-435-9792	
American Airlines B 30-59 800-433-7300	**Frontier** A 1-29 800-432-1359	**Sun Country** B 70-99 800-359-6786	
Avianca / Taca / LACSA A 1-29 800-284-2622	**Icelandair** B 1-29 800-223-5500	**Sunwing** A 1-29 800-761-1711	
Azul Airlines A 1-29 844-499-2985	**jetBlue** A 1-29 800-538-2583	**Swift Air** A 1-29 813-872-8313	
Bahamasair B 70-99 800-222-4262	**LATAM** (LAN/TAM/LAN Peru) B 1-29 866-435-9526	**Thomas Cook** B 70-99 407-850-2421	
British Airways B 70-99 800-247-9297	**Lufthansa** B 70-99 800-645-3880	**United** B 30-59 800-241-6522	

Airside 1	1-29
Airside 2	100-129
Airside 3	30-59
Airside 4	70-99
Bag Claim A	1-15
Bag Claim B	20-32



Food and Beverage

Gates 1-29

Brioche Doree	Famous Famiglia	Starbucks
Burger King	Le Grand Comptoire	Urban Crave
Cold Stone	**On the Border***	Zaza Snack Bar

Gates 30-59

Camden Food Co (2)	Nature's Table	Wendy's
Freshens	Qdoba	Zaza Snack bar (2)
Manchu Wok	**Ruby Tuesday***	

Gates 70-99

Burger King	Fresh Attractions	Pinkberry
Carvel	Nathan's	Revive
Cibo	**Outback***	Starbucks

Gates 100-129

Asian Chao Oriental Eatery	McDonald's
Bananas Smoothies & Frozen Yogurt	Pinkberry
Cask & Larder *	Starbucks
Chipotle Mexican Grill	The Market by Villa
Green Leaf's Beyond Great Salads	Villa Italian Kitchen
Jersey Mike's Subs	
Johnny Rivers*	

Main Terminal

Auntie Anne's	**McCoy's ***
Carvel	McDonalds
Chick-Fil-A	Moe's Southwest Grill
Chili's Too *	Panda Express
Cinnabon	Quiznos
Dunkin' Donuts	Sbarro's Pizza
Hemisphere *	Starbucks—Levels 3, 2A, & 1B
Home Team Sports *	
Macaroni Grill *	

*** table service**

Retail

Gates 1-29

Best Buy Vending	SoHo Style
Bijoux Terner	Sunglass Hut
Hudson News	Tech On the Go
Kids Works	The Club MCO Lounge
Life is Good	XpresSpa
DFASS Duty Free	

Gates 30-59

Bead Factory	Hudson News
Best Buy Vending	InMotion
Gallerie Orlando	XpresSpa

Gates 70-99

Bayside Brush	Shoe Shine
Best Buy Vending	SoHo
CNN Kiosk	Stellar News
InMotion	XpresSpa
Naturally Inspired	The Club MCO Lounge
DFASS Duty Free	

Gates 100-129

Bead Factory	InMotion
Best Buy Vending	Kissarri
Big Head Caricatures	Naturally Inspired
CNN Kiosk	Taxco Sterling
	Terminal Getaway Spa

Main Terminal

Bags 4 Travel	Guess	Mango	SoundBalance
Brookstone	Harley Davidson	Natalie's Candy	SunTrust Bank
Cariloha	Hudson Books	Naturally Inspired	Swarovski
CNN News	InMotion	Oakley	Swatch
Desigual	Johnston & Murphy	Power Play	Timeless Travel
Disney Earport	Kennedy Space Ctr (2)	Ron Jon	Tumi
Finish Line	Lids	Sea World (2)	Universal Studios (2)
Fragrance & Scents	Lush	Shoe Shine (2)	XpresSpa
Gem Collection	Magic of Disney	Skechers	

On-Airport Car Rental (Level 1)

Alamo	800-327-9633	Enterprise	800-325-8007	National	800-227-7368
Avis	800-831-2847	E-Z	800-277-5171	Payless	800-729-5377
Budget	800-527-0700	Hertz	800-654-3131	Thrifty	800-367-2277
Dollar	800-800-4000				