

RIC INSIDER



May 28, 2024

The internal newsletter created by and intended for members of Team RIC.

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A Message from Shaun Harding, Station Manager – RIC, Southwest Airlines

As we approach the busy summer season, Southwest is pleased to offer new, non-stop service to BWI and BNA. These cities will offer more connection opportunities for all RIC passengers, both domestic and international. We are prepared for increased customer travel and are excited about offering non-stop service to ATL, BNA, BWI, MDW, and DEN. Thanks to Team RIC for your continued support and we hope to see you on a Southwest flight soon!

New Eats at Cross Grain Brewhouse

by Johanna Wheeler, General Manager, Travel Hospitality Services – Delaware North

Chef Cory is at it again! It's time to treat your taste buds to some delicious, new additions to Cross Grain Brewhouse in Concourse A.

Begin your adventure with an order of the Tempura Thai Hot Chili Shrimp. The shrimp is coated in a light, crispy Tempura batter, fried to perfection and tossed in a Thai inspired hot chili sauce. This is the definition of Unami!

Next, try Chef's Chicken Tinga Tacos, which are sure to become a fan favorite. The tacos feature Chef's house smoked chicken that is torn and served in warm flour tortilla topped with avocado crema, salsa, and queso fresco cheese. Fun food fact: Chicken Tinga is a traditional Mexican dish that was first served in the state of Puebla in the late 1800's. The name comes from the word "Tinga" which means "to tear".

For those of us who also prefer some healthier options, try one of our grain bowls. Chef's grain bowls are sure to please the taste buds and provide you with a nutritiously dense meal, providing the fuel you need to take care of our customers. The quinoa bowl features quinoa, cucumber, edamame, baby spinach, and tomato topped with a soy vinaigrette and crispy tempura crunch. If you're in the mood, add some grilled shrimp or chicken.

Be sure to stop by, grab a bite to eat, and share your thoughts on Chef Cory's new creations! Feel free to email Johanna Wheeler at Delaware North with your comments on the new items and what you would like to see on future menus:

jwheele@delawarenorth.com

Itinerary: Important Dates

May 29

[Airport Emergency Plan & Airport Security Plan Review](#)

Fridays in May & June

[Friday Cheers Downtown Concert Series](#)

June 3

Civilian Response to Active Shooter Training – 3-4 p.m., North Ticketing Conference Room

July 23

Blood Drive - Delta & the American Red Cross – 10 a.m.-2:45 p.m., South Ticketing Conference Room
Schedule your appointment at www.redcrossblood.org using sponsor code **DeltaRIC**.



April 2024

 408,754

 18.7 million lbs.

 8,566

+ 3.9%

+ 15.3%

-2.4%

Civilian Response to an Active Shooter Safety Training

The Richmond International Airport Police Department is hosting *Civilian Response to Active Shooter Training* on June 3 from 3-4 p.m. in the North Ticketing Conference Room. This event will simulate a response to an unexpected act of violence in the workplace. Resources will be provided to prepare individuals to be proactive for their own survival.

Let's prepare together. Register today at policeoutreach@flyrichmond.com



People

CONGRATULATIONS!

Andrew Wilhelm, a supervisor with Airport Operations and our 2023 *Living the Values* Employee of the Year, continues to be recognized for his outstanding service! Andrew recently received **Richmond Region Tourism's** 2024 Customer Service Award, the latest in a long line of achievements for our RIC teammate.

Next time you see Andrew, say "Congrats!"



Jefferson Ellett
Valet Attendant
Ground Transportation
Capital Region Airport
Commission

**Congrats to Jeff
for 25 years with RIC!**

Do you have a co-worker who deserves to be recognized for embodying our core values? **Nominate them** for their workplace success and outstanding customer service.



If you have content for future editions of *RIC Insider*, please email ahaynes@flyrichmond.com

Public Website: FlyRichmond.com

Operations Website: RIC Airportal

Stay Connected!

