

## NOW OPEN \*

### TERMINAL A

- Dunkin Donuts & Baskin Robbins
- LIDS
- Natalie’s Candy
- Naturally Inspired
- Orlando Market
- Starbucks
- Universal Studio Orlando

### TERMINAL B

- Cariloha
- Hudson News
- Johnston & Murphy
- Ron Jon Surf Shop
- Skechers
- Sound Balance
- Universal Studio Orlando

### FOOD COURT

- Chick Fil A
- McDonalds
- Panda Express
- Sbarro (Sundays)

\* As of 8/4/20

[View updated directory listing here](#)

## THANK YOU FROM THE MCO CONCESSIONS TEAM!

We want to take this opportunity to thank our retailer partners for their commitments to the MCO Airport community.

Your dedication, struggles and resilience do not go unnoticed. We appreciate your candid feedback along the way, that was shared among many stakeholder groups to understand the fiscal and physical restrictions and difficulties that were at play here in MCO. Thank you for being great partners! We can’t wait to see all your smiling faces soon, behind your face coverings, of course!

# LOOKING FOR SOMETHING?

COFFEE • PPE • SNACKS



POINT YOUR CAMERA AT THE QR CODE

## SAFETY & SERVICE IN THE TERMINAL

### Facial Covering

How to **WELCOME** and **APPROACH** wearing a facial covering.

**WHAT CAN YOU DO?**

**1** Keep others safe, wear your facial covering

**2** Use a positive helpful tone of voice, speak loud and clear

**3** Introduce yourself to show you care

**4** Clearly articulate your words

**NON-VERBAL CUES:**

*In order to effectively communicate from behind your facial covering there are a variety of proven skills and techniques that you can utilize and personalize to fit your own communication style.*

 Use happy eyes	 Nod your head for understanding	 Use eyebrow flash: "Yes can I help you?"
 Blinking of the eyes to show you are listening	 Lean toward the other person (remain socially distant)	 Put hand up to ear

**Demonstrate confidence by following these courteous phrases:**

"Can you please use your facial covering, it's a requirement as we want to keep everyone safe."

"For everyone's safety a facial covering is required. You can purchase at the airport retail stores."

"Thank you for wearing your facial covering."

## MEET THE URW MCO CONCESSIONS TEAM

Located on Terminal A, Level 1 Next to the Universal Studios counter

- Veronica Fernandez - General Manager
  - [Veronica.Fernandez@urw.com](mailto:Veronica.Fernandez@urw.com)
- Mayra Sanchez - Administrative Assistant
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