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Hartsfield-Jackson Airport Spruces Up Bathrooms

Airport Hires Attendants For Cleaning, Answering Questions

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ATLANTA -- You might notice something a little different when flying out of Hartsfield-Jackson International airport - bathroom attendants. But, are they necessary?

Normally, a bathroom in any airport is not the place to hang out and make friends. But for airport officials, bathroom attendants are now on the front lines of customer service.

"This is a good program. People don't expect to see bathrooms as clean as they are, but we do our very best to keep them clean," Harry Hansberry said.

Hansberry is one of the bathroom attendants who greets travelers with a smile and useful information.

"They say, 'You work here?' They say, 'I need to get to concourse A' and I help out with that, too, and I tell them what they can and can't take through the security gates," Hansberry said.

Each attendant has their name on the bathroom wall and a name tag asking if they can help with anything. New additions also include hand lotions, perfume, flowers and plants.

"It's just a little something extra to make airport bathrooms more enjoyable for customers," Hansberry said.

But some passengers we spoke to were not too keen on having someone in the bathroom while they do their business.

"Sometimes it is kind of annoying actually because people are busy when you go into an airport. It's not really a place you want to shake hands with a guy in the bathroom and be friends," Juan Adriatico said.

"I think most people can go to the bathroom by themselves," Kathy Boswell said.

Other passengers wonder with all the new fees for baggage, why the airlines are focusing in on customer service in bathrooms.

"I think it is kind of weird. I am more concerned about my luggage getting there and my flight to be on time. Just clean bathrooms are fine, but not people in the bathrooms.

The airport also installed 72 step ladders in the bathrooms to help kids reach the sink and wash their hands properly.

"I really enjoy my job I love being in here helping people," Hansberry said.

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