
United unveils new amenities for top customers at Newark Liberty

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United Airlines has opened a new Global Services reception lobby for its top frequent flyers at the airline's New York hub at Newark Liberty International Airport. The new lobby offers personalized check-in and travel services to members of United's invitation-only Global Services program, and to customers traveling on long-haul international flights in United Global First.

Customers will have access to the new lobby via the Premier Access entry including the reception area featuring four full-service check-in positions staffed by Global Services representatives. The reception area also provides direct access to four newly constructed security lanes.

"United's new Global Services reception area at our New York hub will enable us to provide the high level of service our most loyal customers expect, while the expanded number of security lanes will expedite screening for all customers," said Jimmy Samartzis, United's vice president of customer experience. "This project is the latest step in our continued efforts to offer a more flyer-friendly premium travel experience for United customers."

The airline also announced it will expand its tarmac transportation service, currently offered in Chicago and Houston, to Newark Liberty. United will offer the chauffeur service, using Mercedes-Benz GL-Class vehicles, to some Global Services members and United Global First customers who are connecting at Newark to a domestic or international flight.