



**Monique Denes**  
**Former Chief of Protocol and International Affairs**



Ms. Monique Denes worked at the United Nations prior to joining Miami-Dade Aviation Department (MDAD). She started the International Gateway Receptionist Program at Miami International Airport in 1972.

In 1988 the Office of Protocol and International affairs was established under Ms. Denes' supervision. She subsequently became the Chief of Protocol and International Affairs under the helm of Mr. Amaury Zuriarrain, Deputy Director for Marketing and Air Service Development at MDAD.

Ms. Denes expanded the services provided by the Office of Protocol and International Affairs to include the following activities:

- a) Facilitate the transit of diplomats through Miami International Airport
- b) Assist the airlines by providing, or helping to provide, special services to dignitaries.
- c) Improve the image of our community by providing customer service to departing/arriving dignitaries
- d) Liaise with the Consular Corps of Miami, Federal, State and Local agencies.

By 1994 the Office was receiving more requests for protocol service due to:

- The growing number of consulates in the Greater Miami Metro area.
- A greater awareness of the importance of protocol services provided by MDAD.
- The number of simultaneous arrivals at the FIS North and South areas at Miami International Airport.
- The growing demand for assistance to dignitaries in the early and late evening hours.

Ms. Denes was responsible for the expansion of the Protocol Office to include additional staff members to meet the increasing demands. She retired from the County in 1997.