



Vienna Airport Given Award for the “Best Airport Staff in Europe” for the Third Consecutive Year

Customer orientation is a top priority for Vienna Airport. This was also confirmed by the market research institute Skytrax, which bestowed its award for the “Best Airport Staff in Europe” on Vienna Airport for the third straight year. No airport has ever achieved this before. More than thirteen million passengers evaluated a total of 550 airports, and once again assessed the service orientation, friendliness and competence of the employees at Vienna Airport as outstanding. The award was given to Vienna Airport within the context of the Passenger Terminal Expo 2017 in Amsterdam yesterday evening, March 14, 2017. This prize represents the second award given to Vienna Airport this year in recognition of its service quality. Just a few days ago, on March 6, 2017, Vienna Airport received the Airport Service Quality Award in Gold from Airport Council International (ACI). On balance, VIE can boast a respectable track record, featuring the 4-Star Airport ranking, third and first place at the ASQ awards, Europe’s best airport team for the third year in a row as well as the Beryll Award for barrier-free access.

“This award confirms the high level of customer orientation, the outstanding commitment and very good site-wide cooperation of employees at the Vienna Airport flight hub every single day. To be honored three times in a row for the best airport staff in Europe confirms the success of our quality strategy, and we are proud of the entire team.”, state a gratified Julian Jäger and Günther Ofner, Members of the Management Board of Flughafen Wien AG.

Best Airport Staff: Only European airport worldwide in the top ten

Each year the market research institute Skytrax analyses airports on the basis of passenger surveys in different categories. The award for the “Best Airport Staff” particularly focused on service quality in those areas where employees have direct contact with passengers i.e. in the terminals, security checks, shopping and catering areas and many other customer-oriented facilities. This year Vienna Airport came out ahead of the airports in Munich and Amsterdam, which were ranked second and third respectively. In the global ranking of the best airport teams, Vienna Airport is the only European airport in the top 10, surpassed by nine airports in Asia. In the overall ranking "World's Top 100 Airports", Vienna Airport moved up five notches and is now ranked 24th in the world, thus remaining among the top 30 of all airports across the globe.

Ongoing recognition of service quality at Vienna Airport

The service strategy of Vienna Airport has had a positive impact. Vienna Airport is now rated as having the best airport staff in Europe for the third time in a row. On March 6, 2017, Vienna Airport was given the “Airport Service Quality” Award in Gold from Airport Council International (ACI) after its bronze award in the previous year. The airport was also honoured for its high level of barrier-free access with the Beryll Award in 2015. Moreover, Vienna Airport has boasted the “4-Star Airport” ranking of Skytrax since 2016.

More information is available at <http://www.worldairportawards.com>



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March 15, 2017