

## **Bronze for Vienna Airport: Third Place at the Airport Service Quality Awards**

**More than 550,000 passengers evaluated the quality of service at more than 300 airports in 80 countries around the world in course of the annual quality survey conducted by Airport Council International (ACI), the global association of airport operators. The results were presented today: Vienna Airport is rated third in the category “Best Airport by Region with more than 2 million passengers,” ex aequo with Copenhagen, Keflavik, London-Heathrow and Porto. ”By receiving the Airport Service Quality Award (ASQ) from ACI, Vienna Airport has been internationally honored again for its high level of customer service after being granted the awards for “Best Airport Staff Europe”, the 4-Star Airport rating from Skytrax and the Beryll Award.**

“Vienna Airport focuses on increasing service quality for passengers and we are honored to see that the implemented measures have been well received. This prize represents yet another important confirmation of the success of our commitment in addition to the previous three awards. It shows our passengers and customers that their airport adheres to high quality standards”, say Julian Jäger and Günther Ofner, Members of the Management Board of Flughafen Wien AG. Vienna Airport was given top rankings in the passenger survey in 2015 with respect to cleanliness, free WLAN, check in and passport control and the feeling of being safe at the airport.

### **Europe’s best airports with more than two million passengers: Vienna Airport rated third**

The awards are granted on a regional basis in accordance to specified passenger volumes. In the category “Best European Airport with more than 2 million passengers per year” the award was given ex aequo to Moscow Sheremetyevo, Pulkovo and Sochi airports. Second place went equally to the airports in Dublin, Prague and Zurich as well as Malta Airport, one of Vienna Airport’s strategic investments. Vienna was rated third in Europe together with Copenhagen, Keflavik, London-Heathrow and Porto.

### **Airport Service Quality: Precise assessment of quality criteria**

The basis for the awards is an annual passenger survey carried out by ACI under the title “Airport Service Quality (ASQ).” More than 550,000 passengers at more than 300 airports in 80 countries were interviewed, and the results were evaluated in line with various categories such as “orientation“, “security checks“, “food & beverage“, “airport facilities“, “overall satisfaction“ and many more. The ASQ evaluation is very important to Vienna Airport, because it provides a regular and detailed overview of passenger satisfaction. Also, improving the results of these assessments is an important objective of Vienna Airport. More than 190 measures have been implemented within the context of the company’s service initiative from the fall of 2012 until today, ranging from the development of waiting time displays at security checkpoints and baggage claim areas to special services for families, new information monitors and an airport-wide guidance system in all terminals as well as many other projects.

More information is available in the attached press release from ACI or at: <http://www.aci.aero/Airport-Service-Quality/ASQ-Awards/Current-Winners>

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