Vienna Airport receives Skytrax Award for the "Best Airport Staff in Europe"

The quality-oriented strategy of Vienna Airport has gained international recognition. The market research institute Skytrax bestowed this year's award for the "Best Airport Staff in Europe" on Vienna Airport. A global survey of more than 13.02 million travelers evaluated the service orientation and quality of service of all employees in passenger-related areas such as in the terminal, at security checks, at the information desks, in the shopping and culinary facilities and many other customer-oriented interfaces. More than 550 airports around the world were assessed. The award was personally handed over to Julian Jäger, Member of the Management Board of Flughafen Wien AG, by Edward Plaisted, CEO of Skytrax, on Wednesday March 11, 2015 within the context of the Passenger Terminal Expo 2015 in Paris.

"One of our most important strategic objectives is to offer a high level of service to our passengers, and a strong service orientation is a top priority for us. Our employees and all those working for partner companies on location deliver a top performance each and every day, and I am very happy that our efforts have been positively received by travelers. In recent years Vienna Airport has implemented many measures to improve service quality. This award confirms that we are moving in the right direction together, and I would like to take this opportunity to thank the entire team of Vienna Airport and our local partners", says a pleased Julian Jäger, Member of the Management Board of Flughafen Wien AG

Vienna follows Munich as tops in staff quality

The Skytrax Award is one of the most important awards in the aviation industry, and is granted annual in various categories. With respect to the category ""Best Airport Staff", the service quality is analyzed in those areas in which the employees are in direct contact with customers, for example in the terminals, at security checks, in the shops and restaurants and many other customer-oriented areas. In 2013 Vienna was still rated fifth in Europe in this category, with the number one ranking bestowed on Munich Airport. This year the Gold Award for the best staff went to Vienna Airport. In the overall category "World's Best Airports", Vienna Airport managed to move up the global rankings from 46th place 2013 to 38th place under 550 ranked Airports worldwide.

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