



Top-Notch Service for Passengers: Skytrax Gives Award to Vienna Airport for the “Best Airport Staff in Europe” 2019

Vienna Airport is the most customer-friendly airport in all of Europe. For the fourth time, Vienna Airport triumphed at the Skytrax Awards in the category “Best Airport Staff in Europe”. In a passenger survey carried out by the international market research institute Skytrax, more than 13.5 million travellers rated the service orientation, friendliness and competence of airport employees in Vienna as excellent. On balance, Vienna Airport is now on the Skytrax podium for the fifth time, namely four times as the winner of the award for the “Best Airport Staff in Europe” and once in second place. Moreover, Vienna Airport has boasted the “4-Star Airport” ranking of Skytrax since 2015.

“22,500 employees at Vienna Airport excel at what they do each and every day to ensure a pleasant travel experience for the benefit of all passengers. Employees of the airport, the airlines, public authorities and all other organisations work together very effectively and closely throughout the airport hub. We are very pleased to get this great award, which is due to the high level of commitment on the part of all airport employees”, state Julian Jäger and Günther Ofner, Members of the Management Board of Flughafen Wien AG.

Top ranking over the last five years for customer friendliness at Vienna Airport

Vienna Airport is on the Skytrax podium for the fifth time. It was rated first in the category “Best Airport Staff in Europe” in the years 2015, 2016, 2017 and 2019, and placed second in 2018. This year Vienna Airport came out ahead of the airports in Munich and Amsterdam, which fell to second and third place respectively. In the overall ranking of the “World’s Top 100 Airports”, Vienna Airport is rated 19. Moreover, Vienna Airport has featured the “4-Star Airport” quality seal bestowed by Skytrax since 2015.

Skytrax Awards

The Skytrax Awards are recognised quality assessments in the aviation industry and are bestowed on airports and airlines by the renowned market research institute Skytrax. The awards rate the service orientation, friendliness and competence of employees in passenger-related areas, the comfort provided to passengers during their stay in terminals, the offering of passenger services, the quality of shopping and catering areas and many other factors. The basis is a passenger survey involving interviews with more than 13.5 million travellers in which more than 550 airports around the world are evaluated. More information is available at www.worldairportawards.com.

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