



PRESS RELEASE

March 14th, 2018

ACI World – ASQ Awards

Athens International Airport is the best airport in Europe for customer experience! *(15-25 million passengers' category)*

A very special and important distinction for Athens International Airport for Customer Satisfaction:

In the framework of ACI World's globally established ASQ Awards, recognizing best airports in the world for Customer Experience in terms of customer services' quality, Athens International Airport was awarded **top position in Europe** in the category 15-25 million passengers.

This is a distinction of great importance and value for the Athens airport, as it reflects the views of passengers, surveyed whilst travelling through airports by ACI's Airport Service Quality (ASQ), the world-renowned global benchmarking programme for passengers' satisfaction. The programme measures passengers' views for 34 key performance indicators, while 74% of the world's top 100 busiest airports are part of the ASQ network. In 2017, the programme served 343 airports in 84 countries.

On the ASQ Award, Athens International Airport CEO, Yiannis Paraschis stressed: "First place in Europe in the framework of the world-established ACI-ASQ, is really great news for us! Since the airport's opening, we measure customer satisfaction systematically and have always scored very high among our European counterparts. However, this year's award is a very important distinction on behalf of our passengers, as it rewards our investment programme for the total aesthetic, functional, and commercial upgrade in the terminal areas, a project implemented during the last years. Aiming at always improving customer experience, we shall continue, during 2018-2019, our investment programme with additional works and services for the travelers using our airport."

ACI World Press Release:

<http://www.aci.aero/News/Releases/Most-Recent/2018/03/06/ACI-World-announces-the-worlds-top-airports-for-customer-experience-in-2017--Wave-of-new-award-winners-reflecting-increased-competition-amongst-airports->

Press Office
Athens International Airport
tel.: +30 210 3537227
e-mail: press_info@aia.gr
www.aia.gr