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AIR ASTANA CELEBRATES SKYTRAX SUCCESS - FOR SIXTH CONSECUTIVE YEAR

Paris, France- Air Astana, the flag carrier of Kazakhstan, has once again been recognised for 4 Star service excellence, retaining the accolade of 'Best Airline in Central Asia and India' in the Skytrax World Airline Awards for the sixth consecutive year. The airline also scooped the prize for 'Best Airline Staff Service in Central Asia/India' for the fifth time. The prestigious awards ceremony took place at the 52nd edition of the Paris Air Show at Le Bourget today.

The Skytrax World Airline Awards are recognised throughout the world as a valued benchmarking tool that measures passenger satisfaction among business and leisure travellers, across all cabins (First Class, Business Class, Premium Economy Class and Economy class).

Air travellers were surveyed by telephone, questionnaires and online about their experiences with airlines on the ground and in the air over a 10-month period. The survey measured passenger satisfaction across a wide range of performance indicators of airline front-line product and service, including check-in, boarding, on-board seat comfort, cabin cleanliness, food, beverages, in-flight entertainment and staff service. The survey covered over 200 airlines, from the largest international airlines to smaller domestic carriers.

"Each one of our staff is dedicated to consistently providing service excellence and therefore we are honoured to receive these prestigious Skytrax awards," said Peter Foster, President and CEO of Air Astana. "We deeply appreciate the enormous support shown by our customers in the Skytrax survey and will continue to strive for even higher standards in the future."

Photo caption:

From left to right: Margaret Phelan, Vice-president Inflight services, Zhanna Tashtenova, Ground Services, Peter Foster, Air Astana CEO, Assem Kaken, Cabin Crew, Alexandr Neboga, Vice-president Ground Services.

Editor's notes:

Air Astana, the national carrier of Kazakhstan, operates flights to over 60 domestic and international routes. The company was incorporated in late 2001 and commenced operations on 15 May 2002. The Air Astana fleet consists of Boeing 767, 757, Airbus A319, A320, A320neo, A321 and Embraer 190 aircraft. Air Astana became the first carrier from Russia, the Commonwealth of Independent States (the CIS) and Eastern Europe to be awarded the prestigious 4-Star rating by Skytrax at its World Airline Awards 2012 and was also named 'The Best Airline in Central Asia and India' that year. Both achievements were repeated in 2013, 2014, 2015, 2016 and now 2017.

For further media information

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