

Edinburgh Airport promises customer improvements

✘ *Edinburgh Airport sets standard in customer service with the launch of new Passenger Commitments*

Edinburgh Airport launched its new Passenger Commitments this week, outlining the pledges it will make to improve the customer experience when travelling through Scotland's busiest airport.

Over 50 on-site partners, including domestic and international airlines, car rental firms and retailers, have signed up to the initiative which will see Edinburgh Airport define itself as a world leader in passenger experience.

The Passenger Commitments will set out three key objectives of Edinburgh Airport; to deliver excellent customer service, to provide a seamless journey through the airport and to provide passengers with choice.

Within these objectives are a number of statements explaining what the airport will do to enhance customer experience. These statements include; ensuring all frontline staff receive customer service training, investing in technology to increase efficiency and working hard to pursue a variety of destinations.

Commenting on the launch, Edinburgh Airport's Chief Operating Officer, David Wilson, said; "Providing first class passenger experience is at the very heart of what we do here at Edinburgh Airport and our new Passenger Commitments will cement the assurances we want to make to our customers in 2013 and beyond.

"The fact that over 50 of our on-site partners have signed up to these commitments, goes to show that they are as passionate

about providing excellent customer service as we are.

“Following the challenges we faced in 2012, these commitments will allow us to refocus our efforts on setting a standard for outstanding customer service. We are confident that 2013 will be the year that Edinburgh Airport reinforces its position as one of the best airports in the world for passenger experience”.

Samantha Clark, Chair of the Airport Operators Committee (AOC), said:- “We are delighted to join forces with Edinburgh Airport to deliver these Passenger Commitments. We can look forward to an exciting year ahead, having recently grown and welcomed Turkish Airlines, BMI Regional, Virgin and Brussels Airline to our team.

“The commitment of our partners and the dedication of our staff will go a long way to ensure that we provide the best experience possible for our passengers”.

Edinburgh Airport’s Passenger Commitments has a dedicated section on its website which can be found at www.edinburghairport.com/commitments