
Cathay Pacific wins two top Skytrax honours

By **Lauren Brunetti** on June, 19 2013 | Airline & Terminal News



Cathay Pacific Airways has been awarded the “World’s Best Cabin Staff” and “Best Transpacific Airline” honours in the annual Skytrax World Airline Awards™ programme, with more than 18 million airline passengers from around the world voting for their favourite travel experiences.

Skytrax is acknowledged as running one of the most comprehensive customer satisfaction surveys in the airline industry. Airline passengers from more than 160 countries participated in the latest survey, which covered more than 200 airlines worldwide. The survey measures standards across 41 key performance indicators of airline products and services.

Cathay Pacific Chief Executive John Slosar represented the airline to collect the awards at a ceremony staged by Skytrax at the Paris Air Show today.

Commenting on the honours, Mr Slosar said: “I believe that the Cathay Pacific team is the best and it is fantastic to see that our passengers see it the same way. I would certainly like to congratulate our cabin crew and everyone else in the Cathay Pacific team who make our award-winning service happen each and every day. Our crew are committed to giving our customers the best possible service, and it is their dedication that allows us to deliver ‘Service Straight from the Heart’, and win the support of travellers from around the world. I am very proud of everyone in our team.

“Special thanks must also go to all the passengers who voted us. At Cathay Pacific, we know that great service makes travel rewarding and fun and gives travellers every reason to keep choosing to fly with us. Add to that service our investment in new aircraft, our world-beating seats, lounges and

other products, and the expanding network of destinations we serve from our Hong Kong home, and we think we have all the ingredients to serve Hong Kong well and to keep us successful in the future,” Mr Slosar added.

Cathay Pacific is proud to have been the home airline of Hong Kong since 1946 and Mr Slosar stresses that the Skytrax awards show what Hong Kong companies can achieve, even on the very competitive world stage.

“We have been a part of Hong Kong life for more than six decades now and we have made huge investments to help develop Hong Kong into a premier international aviation hub,” Mr Slosar said. “Those investments will continue into the future, as will our commitment to supporting Hong Kong, which we do with great pride. Thank you to everyone in our home city for their fantastic support.”