
New EVP, Customer to join Virgin Atlantic in August

By **Rick Lundstrom** on July, 15 2019 | People



Corneel Koster will be joining [Virgin Atlantic Airways](#) as Executive Vice President, Customer starting August 1.

Koster comes to Virgin Atlantic from [Delta Air Lines](#), where he is Senior Vice President - Europe, Middle East, Africa and India.

In his new role, Koster will lead Virgin Atlantic's customer, product and service strategy and will be responsible for all customer facing teams, including airports, cabin crew, contact centers, clubhouses, customer experience insight and the inflight services team.

From 2010 to 2013 he was Director of Operations, Safety and Security at Virgin Atlantic, leading all operational workforces in the air and on the ground, including the pilot community.

Before joining Delta, he was Chief Operating Officer for [Aeromexico](#), responsible for the operational excellence and service delivery of Mexico's leading airline group, running more than 650 services a day, as well as the company's cargo and ground-handling subsidiaries.

"I'm delighted to be returning to Virgin Atlantic and to join at such an exciting time, as we introduce our first ever A350, begin shaping the customer experience on our A330-neos and introduce a hat-trick of new routes from London Heathrow, Koster said, in a late June press release from Virgin Atlantic