

## ANA Awarded 2024 SKYTRAX Top Winner for Airport Services and Airline Staff in Asia

- ANA is an 11-time recipient of World's Best Airport Services Award and a nine-time recipient of Best Airline Staff Service in Asia Award



World's Best Airport Services



Best Airline Staff Service  
in Asia

**TOKYO, Jun. 24, 2024** — All Nippon Airways (ANA), Japan's largest and 5-Star airline for 11 consecutive years, was awarded the best airline in two categories at the World Airline Awards by SKYTRAX, a leading independent international air transport rating organization. ANA received repeated recognition as the top ranking airline in World's Best Airport Services and Best Airline Staff Service in Asia.

The World Airline Awards are based on the results of an online survey of customers from around the world. ANA was awarded World's Best Airport Services for the 11<sup>th</sup> time (five consecutive times) and Best Airline Staff in Asia for the ninth time (four consecutive times).



"It is an incredible honor to once again be recognized for such prestigious honors by SKYTRAX, and these accolades are a testament to the tremendous efforts of our frontline staff and the unwavering commitment of all ANA employees to deliver an unbeatable customer experience," said Shinichi Inoue, President and CEO of ANA. "This dedication to excellence in customer service resulted in record profitability last fiscal year, but we will never rest when it comes to providing unforgettable experiences for our passengers. Every interaction with our customers is a 'moment of truth' as Jan Carlzon - former CEO of SAS - so aptly stated. With safety as our top priority, we will strive to continuously innovate and refine our service offerings, ensuring that each and every touchpoint becomes an opportunity to create something amazing and unite the world in wonder."

### **World's Best Airport Services (11-time recipient)**

This award is presented to the airline with the highest overall rating for airport service. ANA is committed to providing personalized and attentive service to every customer throughout every point of their journey, from check-in counters, lounges and boarding gates. In addition, ANA is implementing various measures to enhance airport services and offer a more convenient and smoother passenger experience:

- The ANA App has been renewed to increase the convenience of ANA's digital services. Customers can now easily check-in and obtain important flight information on their mobile devices.
- "ANA Smart Travel" updates combine ANA's digital services which provides attentive customer service by our staff to ensure passengers can always experience a smoother journey with ANA.
- The expansion of international flight connections at Haneda Airport Terminal 2 to make international and domestic travel even more convenient. ANA's international departure lounge, one of the largest in Japan, offers a comfortable space for passengers to relax before departure.
- The upgraded ANA SUITE LOUNGE at Haneda Airport now features comfortable seating, soundproof private booths and other features that enhance the experience for domestic passengers.

### **Best Airline Staff Service in Asia (nine-time recipient)**

This award is presented to the Asia-based airline with the highest quality of customer service provided by its airport staff and cabin attendants. The award recognizes the strong commitment to passenger service among ANA airport staff and cabin attendants. ANA continues to take additional action to deliver exceptional service:

- A centralized information management system will connect customer data across various departments, enabling more personalized services to each customer, both on the ground and in the air.
- Customer skills contests for ANA employees at airports in Japan and overseas reinforce our commitment to service and enhance employee customer service skills.
- A "Master of Announcements Contest" for cabin attendants aims to improve the quality of in-flight announcements, ensuring the delivery of relevant and accurate information within the limited time frame during a flight.

As an airline recognized by the prestigious SKYTRAX as a 5-star airline for 11 consecutive years since 2013, the ANA Group will continue to pursue safety and high quality service as our top priority.

**Contact:** ANA Corporate Communications, TEL +81-3-6735-1111, [publicrelations@ana.co.jp](mailto:publicrelations@ana.co.jp)



## **About ANA**

Founded in 1952 with just two helicopters, All Nippon Airways (ANA) has grown to become the largest airline in Japan. Today, ANA HOLDINGS Inc. (ANA HD) is recognized as one of the World's Most Admired companies by Fortune.

ANA HD was established in 2013 as the largest airline group holding company in Japan, comprising 69 companies. It offers three distinct airline brands: ANA, Peach, the leading LCC in Japan, and AirJapan, launched in 2024 for international routes covering Asia.

ANA's legacy of superior service has earned SKYTRAX's 5-Star rating every year since 2013, making it the only Japanese airline to win this prestigious designation for 11 consecutive years. ANA has topped Cirium's Asia Pacific on-time performance rankings for five consecutive years during which the awards were announced.

ANA HD has been selected as a member of the Dow Jones Sustainability World Index list for seven consecutive years and the Dow Jones Sustainability Asia Pacific Index list for eight consecutive years.

For more information about ANA and ANA HD, please visit:

<https://www.ana.co.jp/group/en/>