

Chennai Airport receives ACI World's 'The Voice of the Customer' recognition'

Chennai,10.02.2022: Airports Authority of India Chennai Airport has earned recognition in Airports Council International (ACI) World's 'The Voice of the Customer' initiative. This initiative recognizes airports that continued to prioritize their customers and remained committed to ensuring that their voice was heard during the ongoing COVID-19 pandemic in 2021.

The recognition letter received from Airports Council International reads: "Your airport has made significant efforts in gathering passenger feedback through ACI's Airport Service Quality programme and this will help to better understand your customers while informing the continuous delivery of a superior customer experience under trying circumstances".

This recognition, in effect since 2020 and separate to the ASQ Awards, is supported by ACI World's industry partner Amadeus. Amadeus supports airports in improving travel experiences for passengers all over the world and our continuing strategic partnership comes at a time when it has never been more important for airports to listen to the voice of customers.

Quote from Dr. Sharad Kumar, Airport Director, Chennai Airport:

"Team Chennai have ensured the best of services to the passengers amid the pandemic situation and this recognition is immensely encouraging. The Covid protocols were

adhered to without fail and we are thankful to our valued passengers for their cooperation despite the strict regulations in place. We are striving hard to render an unparalleled airport experience to the passengers & airport community at large and will continue to do so going forward.”.