SKYTRAX WORLD AIRLINE AWARDS NAMES AIR ASTANA A WINNER SEVEN YEARS IN A ROW

News / Airlines

Air Astana, the flag carrier of Kazakhstan, has been recognised for 4 Star service excellence, retaining the accolade of 'Best Airline in Central Asia and India' in the Skytrax World Airline Awards for the *seventh* consecutive year. The prestigious awards ceremony took place at the Langham Hotel in Central London yesterday.

The Skytrax World Airline Awards are recognised throughout the world as a valued benchmarking tool that is independent, impartial and global. The survey measures passenger satisfaction among business and leisure travellers, across all cabins (First Class, Business Class, Premium Economy Class and Economy class).

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Over 19 million air travellers were surveyed about their experiences with airlines on the ground and in the air over a 10-month period. The survey measured passenger satisfaction across a wide range of performance indicators of airline front-line product and service, including check-in, boarding, on-board seat comfort, cabin cleanliness, food, beverages, in-flight entertainment and staff service. The survey covered over 200 airlines, from the largest international airlines to smaller domestic carriers.

“We are of course delighted and honored to be recognised once again. This award is particularly important and valued as it has been won based on the personal choice of our customers. I would like to offer them my sincerest thanks and look forward to welcoming them on board again soon. I would also like to recognise our team of dedicated employees who go the extra mile each and every day to provide consistently outstanding service to all our passengers. We will continue to work hard and strive for even higher standards.” said Peter Foster, President and CEO of Air Astana.

Air Astana, the national carrier of Kazakhstan, operates flights to over 60 domestic and international routes from hubs in Astana and Almaty. The company was incorporated in late 2001 and commenced operations on 15 May 2002. Air Astana fleet consists of Boeing 767/757, Airbus A320 Family aircraft including A320neo and A321neo and Embraer 190 aircraft. Air Astana became the first carrier from Russia, the Commonwealth of Independent States (the CIS) and Eastern Europe to be awarded the prestigious 4-Star rating by Skytrax at its World Airline Awards 2012 and was also named ‘The Best Airline in Central Asia and India’ that year.

Both achievements were repeated in 2013, 2014, 2015, 2016, 2017 and 2018. TripAdvisor named Air Astana as a Winner in the Regional Airlines – Asia category in the 2018 Travellers’ Choice Awards, which identifies travellers’ favourite carriers around the globe.

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