



# TURKISH AIRLINES ENSURES THE ABSOLUTE CUSTOMER SATISFACTION BY DELIVERING PERSONALIZED EXPERIENCES TO ITS GLOBAL TRAVELERS.

News / Airlines



The flag carrier has yet added a recent component to its enhanced strategy by increasing the number of foreign languages offered in its ground handling services for its transit passengers.

Turkish Airlines, the “**Best European Airline**”<sup>\*</sup> for the fifth year in a row, continues to implement significant investments designed to bring the passenger experience to a new level.

Its successful ground operations partner, TGS (Turkish Ground Services), is now providing

services in 6 languages in order to meet the demands of its foreign passengers who do not speak English.

This service is initially being offered in English, French, German, Arabic, Romanian and Russian at Passenger Services Unit, located in Istanbul Ataturk International Airport' arrival floor.

Turkish Airlines, aims to increase this number in near future, is now be able to better understand and engage its passengers, and anticipate and service the unique needs of each to support their brand loyalty.

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