

2005 Service Charter: 97.3% of passengers are satisfied with the quality of services offered at airport

Passengers are more satisfied with the quality of services offered by the Naples airport. These are the results of the **2005 Service Charter**, which is an important instrument for assessing the quality levels of services and infrastructure offered by the airport management company.

The Charter lists all the quality and reliability indicators for services provided which GESAC, the Naples airport management company, is committed to respecting by establishing and monitoring the time frames and manner in which the services are provided not only by the management company but by other airport operators as well (handlers, sub-concessionaires etc...).

Approval on the part of passengers at the Naples airport was more than satisfactory with 97.3 of interviewed passengers expressing approval of the quality of services offered for **2004/2005 (April 2004-March 2005)**, **which is one percentage point higher than the preceding year's performance of 96%**.

There was an overall increase in general satisfaction regarding the amount of time required for waiting in lines (check-in, ticket counters and security controls) as well as with the reduction of delays (on the whole and those caused by the airport management company owing to technical problems with the information system, baggage sorting etc...). Among the indicators which resulted as particularly positive were: *compensability and effectiveness of signs (99.3)*, *courtesy and professionalism of personnel (99.4%)* and *efficiency of security controls for departing passengers (99.4%)*.

The 2005 Charter, with its graceful graphic design and illustrations by *Neapolitan artist and designer Oreste Zevola*, is currently being distributed at the airport and includes a pocket guide containing information regarding connections to and from the airport, useful numbers, car parks, car rentals and all airport services.

Service quality is constantly monitored by the management company via the Quality of Service Monitor, passenger surveys and a Quality Control System (which measures specific indicators on a daily basis) with the objective of ascertaining customer satisfaction.

The 2005 Service Charter and Service Guide can be consulted and down loaded directly at www.gesac.it;

Naples, 5 August 2005