

Gesac BAA publishes the second edition of the Naples International Airport Service Charter

A new Bar/Refreshment stand in the Arrivals Area is inaugurated

The Service Charter provides an overall view of airport activities and serves as an efficient instrument in **customer relations** allowing customers and passengers to verify the qualitative level of our services and express their comments or make suggestions so that communications with our company is as easy and direct as possible.

The brochure, distributed at the airport, is divided into three sections: **services offered, customer protection and service quality levels** and is enhanced with a section on "passenger rights" which deals with possible travel-related inconveniences such as delays, flight cancellations, overbooking etc.

The Charter establishes the time frames and the manner in which all airport services must be performed such as baggage claims, check-in and all those services necessary to render transit through the airport as smooth and pleasant as possible including the availability of seating and baggage carts as well as price/quality ratio of the products in the shops and at the refreshment areas.

Quality standards are monitored daily during peak hours by specially trained personnel as well as through periodic public opinion surveys in order to verify customer satisfaction levels and to identify those areas requiring more attention.

It was precisely in response to the need expressed by customers in surveys that **Gesac has just inaugurated the new bar/refreshment area in the arrivals area** making this the fourth such area in the airport.