

New Naples International Airport Service Charter now in distribution

The **2003 Service Charter**, currently in distribution in the airport, is the most important instrument available to passengers and outlines the quality levels for services and infrastructure offered by the airport operator.

The Charter establishes the time frames and manner in which services provided by the airport authority and other airport operators (comfort inside the airport, information, security checks, waiting times at check in, baggage claim) and also provides all the quality indicators (see tables on service regularity, public information services, personnel behavioural aspects etc.) which Gesac – the airport authority – is committed to maintaining..

The Service Charter is Gesac's main instrument for dialogue with customers who are invited to make comments and suggestions aimed at improving the quality levels of services provided. Quality standards are constantly verified by means of the *Quality of Service Monitor*: passengers surveys and the *Quality Control System*: daily readings of certain indicators) in order to identify those areas requiring further attention as well as those which have met with full customer satisfaction.

Passenger satisfaction levels recorded during the year 2002/03 for the Naples airport were more than satisfying with an **overall result of 4.12 on a scale ranging from 1 (very bad) to 5 (excellent)**. It should be noted that, last year, certain quality indicators such as personnel professionalism and courtesy as well as departing passenger security checks were particularly high.

For Gesac, this ongoing quest for excellence in service quality represents an absolute priority which is perfectly in keeping with its corporate mission of making Naples International Airport Italy's best in terms of safety, environmental awareness and service quality.

Once again this year, "**The Service Guide**", which provides information regarding useful numbers, travel suggestions (including a list of objects not allowed on board, baggage weight restrictions) and local transportation, has been attached to the brochure.

The 2003 Service Charter is available upon request from: Gesac BAA Customer Service Management – Viale F. Ruffo di Calabria 80144 Napoli - tel. 081-7896.259 / e-mail: customer_service@gesac.it or may be downloaded directly from the airport web site at: www.gesac.it/carta_servizi.