

The new edition of the Service Charter, published by Gesac BAA, to be in distribution at the airport tomorrow.

The 2002 Service Charter, an extremely important instrument for passengers wishing to verify the quality levels of the Naples International Airport services and infrastructure, is to be in distribution as of tomorrow.

The booklet is divided into three main sections: a brief **introduction** explaining the aims of the booklet as well as the roles and responsibilities of the various airport authorities; **customer protection** (including a specific section dedicated to passenger rights in the event of possible travel-related inconveniences such as delays, flight cancellations, overbooking etc.); and, the **quality of the services offered**.

The Charter establishes the time frames and manner in which services provided by the airport authority and other airport operators are to be performed (baggage claim and check-in waiting times, availability of baggage trolleys and parking spaces) and also provides all the quality indicators which Gesac BAA is committed to maintaining (i.e. service regularity, airport comfort and cleanliness, public service information and personnel behaviour are among the indicators listed).

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

For Gesac BAA, the Service Charter 2002 represents an efficient instrument for **dialogue with customers** who are invited to verify airport services and make any comments or suggestions aimed at improving service quality levels.

Once again this year, "**The Service Guide**" – a **practical pocket-size guide** – which provides information regarding: the services offered, useful numbers, local transportation and travel suggestions (required documents, baggage weight restrictions and objects not allowed on board) has been attached to the brochure.

The Charter, together with the attached service guide, is available in special dispensers located throughout the airport. Copies may be obtained by writing to: Gesac Spa Customer Service Management –Viale F. Ruffo di Calabria 80144 Napoli - tel. 081-7896.259 / e-mail: customer_service@gesac.it or downloaded directly from the GesacBAA site at: www.gesac.it/carta_servizi