



## Press Release – Gloucestershire Airport is Soaring

**Thanks to a customer focused and dedicated team, Gloucestershire Airport has once again proved that they are getting things right!**

Being seen as the **Best** handling agent in their network which includes Blackpool, Newcastle, East Midlands, Belfast, Leeds, Jersey, it seems Gloucestershire Airport has come out on top based on their consistency in handling passengers for Manx2.com. Judith Musgrave, Senior Manager for Manx2.com said, “I am sincere when I say I am delighted because your team consistently deliver the high standard of service we expect and always enforce our terms and conditions, even in the face of controversy!”

**This Customer Services Trophy which is awarded quarterly is judged on:**

- Passenger feedback, including, Manx2.com staff when travelling on duty or leisure travel.
- Complaints (lack there of).
- Punctuality.
- Turnaround co-ordination, fuel, baggage, etc.
- Accurate delivery of the Manx2.com product.
- Post departure paperwork

Mark Ryan, Airport Director, said “It is a credit to the team. It recognises the hard work, dedication and commitment they have given to ensure we provide the very best service to all our customers.”

The team at the airport was pleased to accept the award and felt it was well deserved as they pride themselves in ensuring that passengers experience flying like it used to be! The free parking available at the airport through to the seamless check-in is only the beginning of a flying adventure.

Talking about adventure, how about trying a flight in that hot air balloon the next time it launches from Gloucestershire Airport?

For more information on what is on offer from Gloucestershire Airport visit

[www.gloucestershireairport.co.uk](http://www.gloucestershireairport.co.uk).