

# AIRBORNE

AirlinePros @ Your Service

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AirlinePros is an award-winning global network providing Representation, Distribution and Commercial Solutions for the aviation and tourism industry. Our ethos is to partner with professionals who share our principles to provide unparalleled value for our clients, our trade partners and customers.

At AirlinePros we love what we do, and we do what we love which helps us take you to greater heights.

## FEATURED AIRLINE: SKY EXPRESS



**SALES MANAGER**

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Greece's fastest growing airline SKY express, established in 2005, flies to a total of 46 domestic, regional and international destinations. The airline offers some of the most competitive and economic fares and plays a crucial role in supporting the Greek economy. With the youngest fleet in the country, comprising of A320neo and ATR aircrafts, SKY express has saved thousands of tons of CO2 emissions so far and their fleet has a massive 300 per cent less sound footprint. The airline was also declared the Brand of the Year 2022 at the PEAK Performance Marketing Awards where they took home a total of 10 awards. They currently have interline agreements with leading airlines such as Qatar Airways, Emirates, Air France, KLM, Delta and American Airlines.

### Featured Destinations



THESSALONIKI    SANTORINI    ATHENS    CORFU

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## FEATURED AIRLINE: VIETJET AIR



**SALES MANAGER**

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Vietnam's first privately-owned airline, VietJet Air, took to the skies in 2011. Since then they have come a long way connecting 18 destinations in Vietnam with 23 cities around the world. The leading Vietnamese new-age carrier has a fleet comprising of more than 100 new and environment-friendly aircraft operating around 400 flights daily across a network of some 150 domestic and international routes. The aircrafts are also among the youngest in the world with an average age of 3.7 years. One of the top 10 safest airlines globally, VietJet Air has been adjudged the Best Low-Cost Airline in Vietnam at the SKYTRAX World Airline Awards 2022. The airline's frequent flyer program, SkyJoy, gives each member the opportunity to earn and redeem in not just Vietnam but anywhere. VietJet also offers codeshare flights with Japan Airlines on domestic destinations in Vietnam and on international flights between Vietnam and Japan operated by VietJet.

### Featured Destinations



HANOI    HO CHI MINH CITY    DA NANG    PHU QUOC

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## UNPARALLELED CUSTOMER SERVICE: MAKING A WORLD OF DIFFERENCE

Customer Service is of the utmost importance, as it plays a critical role in determining customer satisfaction and loyalty. Airlines rely heavily on repeat business from loyal customers, and providing outstanding customer service is the key to earning their trust and building long-term relationships.

Excellent customer service helps to create a positive travel experience for passengers, which in turn, encourages them to fly again. A happy and satisfied customer is likely to share their positive experience with friends and family, leading to increased word-of-mouth referrals and potentially attracting new customers.

Customer service also plays a crucial role in managing customer complaints and issues. Any company that responds promptly and effectively to customer complaints is likely to retain the loyalty of that customer, as they feel that their concerns have been heard and addressed. In today's competitive aviation market, where customers have a wide range of options to choose from, companies that prioritize customer service stand out and gain a competitive advantage.



VEENA SAWH    GABRIELA DUARTE

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## AGENT'S CORNER: FREQUENTLY ASKED QUESTIONS

### Destination Greece with SKY express

SKY express is the fastest growing Greek airline and offers convenient connections from 12 European airports to/from Athens including Paris, Brussels, Rome, Milan and Munich. There is also service to Heraklion (Crete) from Paris and Brussels as well as Lille, Marseille, Lyon, and Nante for those passengers planning a combi vacation. With 34 destinations SKY express has the largest network in Greece and the airline also wins top spot for its youngest and greenest fleet in Greece.

### Why Greece?

The destination Greece is booming with life and who hasn't dreamed of traveling to Greece exploring Greek mythology, ancient poems, Greek art, and architecture while enjoying healthy cuisine and heavenly islands! Greece has also been named one of Europe's top tourist destinations for 2023, having hit a new popularity peak - so book your clients early.

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**Winner of Last Quiz**  
**Virginia Chan**  
CATHAY TOURS, CA



## WIN A GIFT VOUCHER

**SKY express flies 15 times between Athens and this island which is an ancient gem in the Dodecanese in Aegean Sea. Which is this place?**

(Clue: Details can be found in the Agent's Corner.)

The first correct respondent will win a gift voucher worth USD 25.

Please send in your answer with agency details to [AirBorne@AirlinePros.com](mailto:AirBorne@AirlinePros.com)