

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, our customers.

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

## FEATURED AIRLINE: RWANDAIR



RwandAir, the flag carrier of Rwanda, is on the rise as it continues to expand its route network and modernize its fleet. Established in 2002, the airline now serves more than 30 destinations across Africa, Europe, Asia, and the Middle East, seamlessly connecting passengers to the world via its hub at Kigali International Airport. The airline recently launched direct flights to Paris, the only direct service between Rwanda and France.

The airline's commitment to customer satisfaction is evident through its excellent in-flight services, punctuality, and top-notch safety standards. A modern fleet includes state-of-the-art Airbus and Boeing aircraft, which means a comfortable travel experience and the latest environmentally responsible technology.

### Featured Destinations



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## FEATURED AIRLINE: LOGANAIR



Established in 1962, Loganair is a distinguished Scottish airline that connects the many different regions of Scotland with the UK, Europe, and beyond.

With its main hub at Glasgow Airport, Loganair serves more than 40 destinations and provides vital connectivity to remote communities. Popular with both leisure travelers as well as those in the oil and gas industry, Loganair is widely known for its commitment to customer service, punctuality, and safety. It has also garnered a strong reputation as a reliable regional carrier.

Loganair's versatile fleet comprises a mix of ATR, Embraer, and Saab aircraft, which ensures passengers enjoy comfortable and efficient journeys across the carrier's extensive network. The airline's spirit of Scottish hospitality is also embodied in its warm and friendly in-flight service.

### Featured Destinations



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## OUR AIRLINE PARTNERS

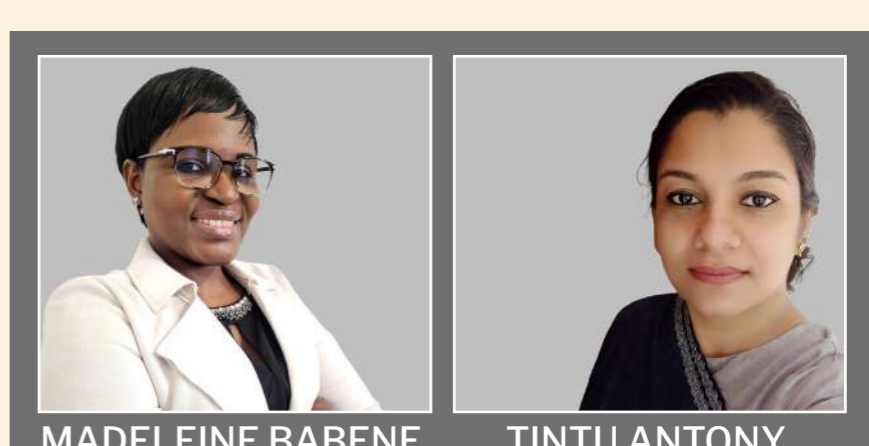
IATA CODES	TKTG CODES	AIRLINE NAME
AH	124	Air Algerie
3O	452	Air Arabia Maroc
KC	465	Air Astana
UU	760	Air Austral
BP	636	Air Botswana
HF	483	Air Cote d'Ivoire
NX	675	Air Macau
PX	656	Air Niugini
4N	287	Air North
GZ	755	Air Rarotonga
HC	490	Air Senegal
HM	061	Air Seychelles
IZ	238	Arkia
BW	106	Caribbean Airlines
5Z	225	CemAir
T3	467	Eastern Airways
FN	334	fastjet
MR	861	Hunnu Air
6E	312	IndiGo
JY	653	interCaribbean Airways
RQ	384	Kam Air
TM	068	LAM Mozambique
LQ	961	Lanmei Airlines
QV	627	Lao Airlines
LM	682	Loganair
MH	232	Malaysia Airlines
2M	391	Maya Island Air
8M	599	Myanmar Airways Intl.
UB	665	Myanmar National Airlines
RA	285	Nepal Airlines
NP	325	Nile Air
N4	216	Nordwind Airlines
8P	905	Pacific Coastal Airlines
CG	626	PNG Air
PW	031	Precision Air
P0	659	Proflight Zambia
BI	672	Royal Brunei
WB	459	RwandAir
SC	324	Shandong Airlines
GQ	633	SKY express
IE	193	Solomon Airlines
SZ	413	Somon Air
DT	118	TAAG Angola Airlines
5U	911	TAG Airlines
TB	612	TUI fly Belgium
TU	199	Tunisair
UR	109	Uganda Airlines
U6	262	Ural Airlines
HY	250	Uzbekistan Airways
VJ	978	Vietjet Air
V7	712	Volotea
EB	460	Wamos Air
WF	701	Widerøe
7W	461	Windrose

## SOARING TO NEW HEIGHTS: THE CRUCIAL ROLE OF CUSTOMER SERVICE IN AVIATION

In the highly competitive world of aviation, exceptional customer service helps airlines to stand out and win the loyalty of discerning passengers.

One of the primary reasons customer service is so crucial is its direct impact on customer satisfaction. So, when passengers feel that their needs are being met, or their concerns are addressed promptly and effectively, they are more likely to trust and recommend the airline to others. Satisfied customers help airlines to retain their existing customer base and also attract new ones, contributing to their long-term success.

Another significant aspect of customer service relates to managing unforeseen circumstances. Flight delays, cancellations, and other disruptions can be frustrating for passengers and are a major concern for customers traveling in a post-pandemic world. The ability of customer service personnel to empathize, provide accurate information, and offer effective solutions in such situations can transform a negative experience into a positive one, they can help to influence passengers' future travel choices.



MADELEINE BABENE      TINTU ANTONY

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## NEWS AND EVENTS



The first edition of IATA's Focus Africa was held in Addis Ababa from June 20 – 21, 2023. It brought together aviation leaders, key decision makers, airline CEOs, influencers, and media from Africa and the Middle East.

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As aviation continues on the path of robust recovery since the pandemic, networking events like these go a long way in addressing the challenges facing the sector in the continent and brings all key players together.

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CONNECT New World, the inaugural route development forum dedicated to the Americas and the Caribbean, was held at Santo Domingo in the Dominican Republic over three days from May 30 to June 1.

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## AGENT'S CORNER

### RWANDAIR

#### What time should I arrive at the airport?

For international flights, it is recommended that passengers arrive at the airport 4 hours before departure. For domestic flights, this is 3 hours.

Check-in counters close 60 minutes before departure for domestic flights and 90 minutes before departure for international flights.

### LOGANAIR

#### Do I need to print my boarding pass if I'm checking in online?

You can opt for a mobile boarding pass on the official Loganair app, which is just as good as a paper-printed boarding pass.

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### WINNER OF LAST QUIZ

**Walter W. Rice, CTC**  
 Managing Owner  
 WALDORF TRAVEL SERVICE  
 5316 SE Sherman Street  
 Portland, OR 97215



## WIN A GIFT VOUCHER

Which city was the Titanic launched from?

Hint: The answer can be found in the Featured Destinations of this issue.

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)