



Vietnam Airlines

Address: 200 Nguyen Son, Long Bien, Hanoi

Tel: (84).24.38732732

Fax: (84).24.38721007

Website: www.vietnamairlines.com

PRESS RELEASE

Vietnam Airlines receives 4-star airline certification from Skytrax for third consecutive year

HANOI, July 17, 2018 – Today, Vietnam Airlines has been certified with a 4-star airline rating by the prestigious international air transport rating organisation Skytrax. This is the third consecutive year that Vietnam Airlines has achieved this accolade thanks to its continuous efforts to deliver the most consistent and outstanding flying experience.

The Skytrax rating is based on actual evaluation programmes conducted at Vietnam Airlines, which has been undergoing a significant transformation to develop every aspect across the business, from on-ground to inflight services. Achieving Skytrax 4-star international standards places Vietnam Airlines in esteemed company alongside many of the world’s leading premium airlines, including Air France, Air New Zealand, British Airways, Emirates, Japan Airlines, Korean Air, KLM and Qantas.

Mr. Duong Tri Thanh, President and CEO of Vietnam Airlines said: *“We are delighted to receive this prestigious recognition from Skytrax for a third consecutive year. This not only proves the excellent overall quality of our performance but is also a well-earned recognition of the tremendous efforts of Vietnam Airlines’ staff around the world, who work diligently to contribute to the overall success of our national carrier”*

Skytrax has conducted a fair, thorough and independent evaluation of our products, services, and the entire system involved in bringing the highest quality products and services to Vietnam Airlines customers. This is the foundation for us to continue to invest and meet customers’ expectations throughout every aspect of the business”

This year Vietnam Airlines is taking great strides in focusing on service quality as the core feature of the business, in order to meet the increasing requirements of customers. Impressive cultural elements are deeply embedded in all of the flag carrier’s products and services. From the celebrated national dish, “Pho”, to distinctive seasonal fruits such as lychee and longan, Vietnamese cuisine has steadily established an unforgettable inflight offering on all Vietnam Airlines flights. Newly-designed Business Class tableware on all

Japan routes represents a harmonious combination of Japanese and Vietnamese culture, with the familiar “Lotus” brand image and pink colour of Lotus appearing on each piece.

Earlier this year, Vietnam Airlines appointed celebrity chef, Luke Nguyen, as its Global Cuisine Ambassador. Together with Vietnam Airlines’ culinary team, Luke will reimagine the in-flight menus, drawing inspiration and influences from the rich Vietnamese culture and cuisine around the world. Luke will create eight regional dishes for the Business Class menu inspired by his travels across Vietnam. This partnership comes from a shared ethos of respecting cultural values by designing, preparing and presenting authentic Vietnamese flavours in harmony with refreshments and side dishes.

Vietnam Airlines continues to provide enhanced service standards across all cabin types, and dedicated check-in counters for priority passengers. Vietnam Airlines has implemented separate check-in counters for Business Class and Premium Economy passengers and Lotusmiles members. Premium Economy is available on routes between Vietnam and Japan, Australia and Western Europe, while Business Class is offered on international flights to the UK, France, Germany, Australia and Russia, with new pajamas and blankets providing extra comfort and a luxurious experience for long-haul journeys. Enhancements to the airline’s duty free shopping have also made a great contribution to improving the experience for customers.

Customer satisfaction is Vietnam Airlines’ greatest source of pride. The airline’s efforts to enable innovation and development have been recognized by international and national communities through a series of prestigious awards. In 2017, Vietnam Airlines was awarded the “Asia Pacific Airline of the Year” by CAPA; and “World’s Leading Airline – Premium Economy Class” and “World’s Leading Cultural Airline” in the World Travel Awards.

About Skytrax:

Skytrax was established in 1989 and is based in London, United Kingdom. Introduced in 1999, Certified Airline Rating is the international rating system that classifies airlines by the quality of their front line product and staff service standards. Skytrax Star Ratings are recognised as a global Benchmark of airline standards around the world, and use a quality scale from 1-Star through to the exclusive 5-Star Airline award. Ratings are based on evaluation of product and service standards for both the onboard and airport environments, using a unified and consistent rating system.

About Vietnam Airlines:

Vietnam Airlines is the national flag carrier of Vietnam and the major carrier in the Mekong sub-region, operating 90 routes to 20 domestic and 29 international destinations with an average of 400 flights per day.

Vietnam Airlines is a member of SkyTeam Alliance- the global airline alliance with 20 members providing access to an extensive global network with 16,609 daily flights to 1074 destinations in 177 countries. Becoming a member of SkyTeam enables Vietnam Airlines to reaffirm the carrier's new position on the global aviation map as a strategic partner of the alliance in Southeast Asia region. In 2015, Vietnam Airlines became the first airline in the world to successfully operate both next-generation aircraft Boeing 787-9 Dreamliner and Airbus A350-9XWB at the same time.

In 2017, Vietnam Airlines achieved an impressive revenue of 88,400 billion VND, transported 26.5 million passengers and OTP exceeded its target, especially the departure OTP reached an average rate of over 90%, bringing Vietnam Airlines into the world's leading airline group with the highest OTP.

During 20 years of development at a 2-digit annual growth rate, Vietnam Airlines has been leading Vietnam's aviation market which is one of the fastest-growing domestic markets in the world. Positioning itself as a modern carrier whose brand is characterized by Vietnamese traditional culture and internationally recognized, Vietnam Airlines is striving to become a major airline in Asia.

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For more information, please contact:

Vietnam Airlines Public Relations
Address: No. 200 Nguyen Son St, Long Bien, Hanoi
Hotline: +84 903242577
Email: public-relations@vietnamairlines.com