

8 February 2021

THE VOICE OF THE CUSTOMER ACI WORLD RECOGNISES MILAN BERGAMO AIRPORT

ACI World, the international airport association, has assigned a special recognition certificate to Milan Bergamo Airport as part of its "The Voice of the Customer" initiative. With this certification, ACI World recognises airports that have continued to prioritise passengers and guarantee that their needs were considered during the COVID-19 pandemic in 2020.

ACI World has recognised the significant efforts made by Milan Bergamo Airport in collecting passenger feedback through the Airport Service Quality programme, allowing it to gather requests and understand needs.

"The Voice of the Customer" is a form of recognition that ACI World has added to its annual awards for quality in airport services in accordance with the specific programme introduced in 2006 and certifies the efforts of airports worldwide in continuously improving passenger experience.

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The logo for Milan Bergamo Airport, featuring the text "MILAN BERGAMO AIRPORT" in a smaller font and "BGY" in a larger, bold font, both in white on a dark blue background.

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www.milanbergamoairport.it

