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The Voice of the Customer

ACI World once again awards Milan Bergamo Airport

For the second year running, ACI World, the international airport association, has assigned Milan Bergamo Airport the special “Voice of the Customer” award.

This is a demonstration of ACI World’s recognition that, despite the difficulties related to the COVID-19 pandemic, the airport has continued to make a significant effort to survey passenger opinions in order to better understand their needs, with the aim of improving travel experiences.

The Voice of the Customer is a form of recognition that ACI World has added to the range of annual awards for airport service quality on the basis of the specific programme introduced in 2006 and certifies the commitment of airports worldwide to constantly improving passenger experience.

Milan Bergamo Airport is one of the few airports in the world to have received the “Voice of the Customer” award two years in a row.

UFFICIO STAMPA SACBO
Eugenio Sorrentino
press@sacbo.it
Tel. 035 326388
Mobile +39 335 8495325



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www.milanbergamoairport.it

