

PRESS RELEASE

Ethiopian 

A STAR ALLIANCE MEMBER 



BEST AIRLINE STAFF SERVICE
IN AFRICA 2013



BEST AIRLINE STAFF SERVICE
IN AFRICA 2016



BEST AIRLINE IN AFRICA 2017

Ethiopian Airlines Group Awarded 4 Star Ranking by SKYTRAX

Addis Ababa, November 9, 2017

Africa's largest airline group, Ethiopian Airlines, is pleased to announce that it has been awarded **SKYTRAX 4 Star** certification at a special ceremony held in London on November 8, 2017.

SKYTRAX, the most prestigious international air transport standards and quality rating organization, operates certified airline rating, a global airline standards ranking program. Ratings are determined through direct and professional auditing and analysis of quality of service standards.



Mr. Tewolde GebreMariam while Receiving SkyTrax Four Star Airline Award

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While receiving the certificate, Group CEO Ethiopian Airlines, Mr. Tewolde GebreMariam, remarked, *“The 4 Star recognition by SKYTRAX is a significant milestone in the long history of Ethiopian Airlines. As a customer focused airline, it is extremely gratifying that our hard work to ensure high level of customer satisfaction at all times through a consistent delivery of global standard product and superior level of service has borne fruit.*

4 Star Airline certification is one of the overarching goals and a critical successor factor of our 15 years strategic roadmap, Vision 2025. Although we have been receiving many prestigious awards from all corners of the world for our superior customer services on the ground and in the air, this rating certifies the global standards of our products and service delivery through professional audits. I wish to thank all the hardworking 12,000+ members of the Ethiopian family for this great success.

At the same time, this prestigious rating reminds us all that SKYTRAX 4-Star Rating is a great honor and also a great responsibility to always meet the high expectations of our esteemed customers”

Ethiopian Airlines is a multi-award winning airline and has previously received SKYTRAX World Airline Award for Best Airline Staff in Africa, two times and earlier in 2017 Ethiopian received SKYTRAX World Airline Award for Best Airline in Africa.

About Ethiopian

Ethiopian Airlines (Ethiopian) is the fastest growing Airline in Africa. In its seven decades of operation, Ethiopian has become one of the continent’s leading carriers, unrivalled in efficiency and operational success.

Ethiopian commands the lion’s share of the pan-African passenger and cargo network operating the youngest and most modern fleet to more than 90 international destinations across five continents. Ethiopian fleet includes ultra-modern and environmentally friendly aircraft such as Airbus A350, Boeing 787, Boeing 777-300ER, Boeing 777-200LR, Boeing 777-200 Freighter, Bombardier Q-400 double cabin with an average fleet age of five years. In fact, Ethiopian is the first airline in Africa to own and operate these aircraft.

Ethiopian is currently implementing a 15-year strategic plan called Vision 2025 that will see it become the leading aviation group in Africa with seven business centers: Ethiopian Domestic and Regional Airline; Ethiopian International Passenger Airline; Ethiopian Cargo; Ethiopian MRO; Ethiopian Aviation Academy; Ethiopian In-flight Catering Services; and Ethiopian Ground Service. Ethiopian is a multi-award winning airline registering an average growth of 25% in the past seven years.

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