

What's Up @ ET

August, 2017

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Ethiopian Marks Star Alliance 20th Anniversary



Ethiopian has colorfully marked the 20th Anniversary of Star Alliance, the largest global airline network, while also inaugurating its maiden flight to Kaduna, Nigeria at a reception held at Ethiopian main hub Addis Ababa Bole International Airport on August 1, 2017. Ethiopian Group CEO, Ato Tewolde GebreMariam and Star Alliance CEO, Mr. Jeffrey Goh graced the event, discussing on-going developments and the Alliance's strategy for the next decade with Ethiopian employees.

Ethiopian Retrofits its B767-300 Fleet with Flat Bed Seats and Wi-Fi IFE



Ethiopian has fully refurbished its Boeing 767-300 ER fleet and availed for service on its India, Middle East and Africa destinations as of August 8, 2017. The newly refurbished airplane is fitted with brand new full flat-bed seats in Cloud Nine, modern IFE with high resolution 17 inches screen and in-seat power outlets (inflight entertainment), lighting and other modern cabin products. Customers in the main cabin will also enjoy new seats, multiple channels of inflight audio and video entertainments accessible with their own mobile devices/tablets.

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Ethiopian Starts Thrice Weekly Service to Bahrain



Ethiopian marked commencement of a thrice weekly service to Bahrain at a reception ceremony held at Addis Ababa Bole International Airport on August 17, 2017.

Ethiopian to Upgrade its Sao Paulo Services to Non-Stop Direct Flights



Ethiopian has finalized preparations to start nonstop direct services to Sao Paulo, Brazil, currently operated via Lome, Togo, effective September 16, 2017. Sao Paulo, the biggest city in Brazil and the southern hemisphere, is the economic and financial hub of the country, hosting the headquarters of numerous major corporations.

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U.S. Department of Commerce Officials visit Ethiopian



Officials from U.S. Department of Commerce visited Ethiopian facilities on August 12, 2017. The delegates include Seward L. Jones, Deputy Assistant Secretary, Middle East and Africa; Tanya Cole, Senior Commercial Officer; Ashley Bubna, International Trade Specialist, Horn of Africa and the African Union; and Tewodros Tefera, Commercial Specialist. During their visit, the delegates were warmly welcomed by, and held discussions with, Ethiopian Group CEO Ato Tewolde GebreMariam.

High level officials from US Embassy visit Ethiopian State-of-the-art facilities



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Officials of US Federal Aviation Administration visit Ethiopian state-of-the-art facilities



The Governor of Kaduna State visits Ethiopian state-of-the-art facilities



The Governor of Kaduna State, H.E. Mallam Nasir Ahmad El-Rufai, and his delegates visited Ethiopian state-of-the-art facilities on August 2, 2017, after they flew on the inaugural return flight from Kaduna to Addis Ababa. Upon their arrival at Ethiopian premises, the Governor and his delegates were warmly welcomed by Ethiopian Group CEO Ato Tewolde GebreMariam and executive management team members. After the reception, H.E. Mallam Nasir Ahmad El-Rufai and his aides had a tour of Ethiopian simulators, MRO, Cargo and Ethiopian Aviation Academy facilities.

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Transport Minister of Côte d'Ivoire, H.E. Amadou Kone, and his delegates visited Ethiopian State-of-the-art facilities.



Côte d'Ivoire Minister of Transport, H.E. Amadou Kone and his delegates visited Ethiopian on August 29, 2017. H.E. the Minister and his delegates were warmly welcomed by Ethiopian Group CEO Ato Tewolde GebreMariam, ASKY Airlines CEO Ato Henok Teferra, and executive management members. They visited Ethiopian Aviation Academy and Ethiopian MRO facilities.

Ethiopian and SOS Children's Villages International sign MOU



Ethiopian and SOS Children's Villages International signed a Memorandum of Understanding (MOU) on August 24, 2017 to promote skills development and employability for young people supported by SOS Children's Villages International, and who are interested in the aviation industry. During their visit to Ethiopian premises, the officials from SOS were accompanied by their colleagues and young people from 47 African countries, who came to Addis Ababa to attend the Pan-African Youth Empowerment Conference held at the African Union from August 22-24, 2017. Ethiopian was the official carrier and sponsor of the Conference.

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Ethiopian Group CEO and Ethiopian Airports CEO Held Meeting with Ethiopian Airports Employees



Ethiopian Group CEO, Ato Tewolde GebreMariam and Ethiopian Airports CEO, Ato Tewodros Dawit held discussion with Ethiopian Airport employees on August 27, 2017. During the discussion, Ato Tewolde explained that the primary objective of the merger is to make our airports' services more effective and efficient so as to enable it provide global standard customer services with the aim of promoting competitiveness with international airports in the region. Questions raised by the participants were also addressed at the session. The participants also visited the new state-of-the-art facilities of Ethiopian Cargo & Logistics Services.

Ethiopian Warmly Welcomes Ethiopian Athletes



Ethiopian Warmly welcomed Ethiopian Athletics team who participated at the 16th World Athletics Championship. Addis Ababa Sales Office has warmly welcomed the Ethiopian Athletics team who won two Gold and three Silver medals at the 16th World Athletics Championship held in London from August 4 to 13, 2017.

What's up @ ET in August 2017

Ethiopian Inflight Catering trains staff on ISO 22,000:2005 (Food Safety Management System) Certificate



To achieve its ambition and outperform its competitors, Ethiopian Inflight Catering needs to acquire International Food Safety Certificate (ISO 22,000:2005 Food Safety Management System) Certificate. To this end, the division has reached an agreement with Ethiopian Standard Agency to work towards certifying the Inflight Catering facility with ISO 22,000:2005 Food Safety Certificate by the end of 2017.

22 Ethiopian staff certified by KES Culinary, Hotel Management, Tourism and Hospitality College



KES Culinary, Hotel Management, Tourism and Hospitality College, which is accredited by the European Union, has trained and certified 22 Ethiopian staff in "Train Culinary Trainer Course". The staffs, who are drawn from different departments of In-Flight Catering, Airport Lounge, Employees' Catering Services and Laundry Operation, received their diplomas on August 25, 2017 in the presence of MD EAA, Ato Solomon Debebe and other management staff.

What's up @ ET in August 2017

Firefighting procedure training conducted for MRO Hangar 3,4,5 and 6 staff



EMS, Industrial Safety & ERP conducted training on Ethiopian firefighting procedure for 159 MRO employees working in Hangar 3, 4, 5 and 6. The training was delivered by Ato Taddese Agonafir, Manager EMS, Industrial Safety & ERP, on 8th and 10th of August 2017.

NDC office held workshops for travel agencies to increase booking quality



National Distribution Company (NDC) office, under MD Ethiopian Express & Ancillary Services, conducted workshops for more than 100 travel agencies in Addis Ababa on July 31 and August 1, 2017 focusing on increasing booking qualities made by travel agents. The sessions were very important to create awareness among travel agents on the importance of increasing booking qualities so as to improve passengers' experience across the travel chain.

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Addis Ababa Sales Office Welcomes the New ECA Executive Secretary



Addis Ababa Sales Office has warmly welcomed Ms. Vera Songwe, the new Executive Secretary of United Nations Economic Commission for Africa (ECA). A team from ADD Sales Office presented a bouquet of flowers to Ms. Vera Songwe as a gesture of warm welcome to Addis Ababa to head the ECA. The Cameroonian economist and banking executive will succeed Carlos Lopes of Guinea-Bissau, as the first woman to ever serve as Executive Secretary of ECA.

Addis Ababa Sales Office Promotes Attractive Package Sales for Domestic Market



As sales strategy, ADD Sales Office has been working aggressively on package sales from ADD side by tapping into different domestic market segments. So far, the office has sent more than 250 passengers from Addis Ababa to Singapore ever since the flight was re-started in June 2017 and will continue to do so as it is receiving positive feedback from package users.

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H.E. W/o Meaza Abraha visits ADD Sales Office



H.E W/o Meaza Abraha, the Spouse of FDRE President H.E. Dr Mulatu Teshome and Platinum member and prominent supporter of Ethiopian visited Addis Ababa Sales office on August 14, 2017. H.E W/o Meaza had a brief meeting with the staff of ADD Sales and encouraged the team to keep up the good work and to enhance customer services to further build Ethiopian Airlines' brand. ADD Sales has about 300 Platinum members and 2800 Gold members in Addis Ababa, and it strives to provide personalized services by making frequent visits as well as celebrating achievements, birthdays and holidays together with its valued customers.

Captain Kebede W/Tsadik Retires After 41 Years of Service



Captain Kebede W/Tsadik, one of the longest serving pilots of Ethiopian Airlines, has retired after serving the Airline for 41 years. Capt. Kebede joined Ethiopian in 1976 and served the airline with commitment as Line Pilot in different aircraft that the airline has in its fleet till his last position, Capt. B-777/787. Capt. Kebede has also been serving Ethiopian as Simulator and Line Instructor and contributed a lot in continuous supply of flying crew to support Ethiopian Flight Operation. In addition, he has also worked in Managerial capacity up to Division Manager Position.

What's up @ ET in August 2017

Why is Ethiopian Airlines so successful? - Group CEO on BBC



"Why is Ethiopian Airlines so successful?" That was a question Ethiopian Group CEO, Ato Tewolde GebreMariam, addressed when he sat with the BBC's Alastair Leithead, for the African Business Report program aired every week on BBC World. During the interview, Ato Tewolde said: "The Airline is fully owned by the government of Ethiopia but fully managed by professional aviation experts, myself and my colleagues. All of us have grown in the Airline, myself started as a checking agent at the counter in Airport, 32 years in the same industry... The average service of our leaders is 25 years; so quite significant expertise and experience, but at the same time young management. So this is also competitive advantage... so very strong leadership and also very strong cost management. Frugality is very strong at Ethiopian Airlines."

The full interview is available at <http://www.bbc.co.uk/programmes/p05c4czo>

Ethiopian Airlines on the up



In an article published on 8 August 2017, African Business Magazine featured the success Ethiopian Airlines continues to enjoy, while the rest of Africa's aviation is suffering losses. The piece also highlights the Airline's commendable performance over the years, expanding network, high customer service and satisfaction levels, and its well-articulated and implemented strategic roadmap, among others. Excerpts: Ethiopian Airlines, the largest airline in Africa, has ordered 10 additional Airbus A350-900s and set in motion a \$345m airport expansion project to raise the annual passenger capacity at Addis Ababa's Bole International Airport from 7m to 22m. In contrast with the poor performance of the African aviation industry over recent years, this expansion indicates the rude health of Ethiopian Airlines and its intent to dominate the African skies. The airline adds the A350-900s to a fleet of 92 aircraft. It was the first in Africa to include A350-900s in 2016 and the first to operate Boeing 787 Dreamliner in 2012.

The full article is available at the below link: <http://africanbusinessmagazine.com/region/east-africa/ethiopian-airlines-on-the-up/>

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Group CEO on EBC



Ethiopian Group CEO, Ato Tewelde GebreMariam, was live on EBC News on Saturday, August 5, 2017 to shed light on the formation of the new Aviation Holding Group.

Clarifying the main purpose of the newly established Holding Group, Ato Tewelde said:

“The main purpose of the new structure is to improve our airport service by building our internal capacity, and to leverage the synergy among the business units in the holding group. This will help us increase Ethiopia’s competitiveness in the global aviation industry. As an airline, Ethiopian is doing well – it is the largest in Africa and it is improving its status on the world stage. But the competition is getting tougher by the day; we have yet to improve our airport service. Our transit passengers, who make up 70% of the total travellers, compare not only airlines but also transit airports before they make their choices. So, Addis Ababa Airport is competing with airports in Doha, Dubai, Abu Dhabi, Johannesburg, Cairo, Nairobi, etc. When we compare Addis Ababa Airport with the others, we see that we are lagging behind. Hence it’s high time to build our capacity and win the competition. Ethiopian Airlines has ample experience of working with over 103 airports in the destinations it serves overseas. Hence, the establishment of the holding group will pave the way for Ethiopian to use its experience and elevate the passenger service at the airport to the international standard.

The full interview is available on YouTube at the below link: <https://www.youtube.com/watch?v=BthXrcspK2M>

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Seychelles Tourism Board keen on strengthening cooperation with Ethiopian



The Seychelles Tourism Board (STB) has expressed its desire to see further growth of its relationship with Ethiopian Airlines, for the betterment of both the airline and the island nation. The Chief Executive of the STB, Mrs. Sherin Francis met with the outgoing Ethiopian Airlines' Area Manager for Seychelles, Ms. Meseret Tekalign and her successor Ms. Meron Tsegaye. The meeting held at the STB headquarters at the Espace Building was attended by STB's Deputy Chief Executive Ms. Jenifer Sinon and Senior Marketing Executive Mrs. Amia Jovanovic-Desir.

The news report is also available at the below link: <https://wolfgangthome.wordpress.com/2017/07/26/seychelles-tourism-keen-on-strengthening-cooperation-with-ethiopian-airlines/>

Ghana Area Manager honored as "Best Female Aviation Executive in Ghana"



Country Manager of Ethiopian Airlines in Ghana, Genet W/Michael, has been recognized as the "Best Female Aviation Executive in Ghana" at the 3rd Feminine Awards. Her citation read "Under your stewardship Ethiopian Airlines have become one of the most popular African Airlines operating into and out in Ghana and indeed one of the most preferred Carriers among the over 30 international Airlines as a whole flying the Ghana route."

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Gaborone Area Office marks 2nd year flight commencement anniversary



Ethiopian Airlines Area Office in Gaborone celebrated its 2nd year Anniversary by recognizing top ET selling travel consultants (sales representatives) from the Top Ten Ethiopian selling travel agencies. On the occasion, top five travel consultants were awarded cash prizes while the rest five were given giveaway items by the guest of honor Mr. Stanley Timuhle, Chairman of Travel Agencies Association of Botswana.

Angola Area Office participates in African Women's Group Day



Ethiopian Area Office in Angola participated in African Women's Group Day organized by GMA, which is an Angolan non-governmental organization made up of volunteers with the common goal of supporting African Women. The group's 10th year anniversary celebration, held on July 30, 2017, was graced with the presence of diplomats, African women community members with their stunning traditional clothes, journalists and invited guests. The event also included traditional dance by women, Africa's traditional cuisine and Ethiopian coffee ceremony.

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Guangzhou Area Office Cargo Section holds Air Cargo Product Seminar



The Cargo section of Ethiopian Area Office in Guangzhou held Air Cargo Product Seminar on August 11, 2017 with the aim of introducing the freighter service LGG-CAN and the outbound service CAN-ADD and CAN-BOM-ADD to freight forwarders. The seminar was attended by Ato Yared Berta, Asia Pacific Director and Ato Mehari Assefa, Guangzhou Regional Manager as well as representatives of major freight forwarders including DHL, SCHENKER, EI, KUEHNE+NAGEL, BOLLORE, APEX, etc. Local freight forwarders were also present at the seminar.

Ethiopian Canada Area Office hosts African Canadian Soccer Tournament and Cultural Event



Ethiopian Canada Area Office hosted African Canadian Soccer Tournament and Cultural Event held in Vancouver, Canada 11 August -13 August 2017. On behalf of Ethiopian, Mr. Fasil Kasa attended the event. Ethiopian was proud to participate in the event and had a warm welcome by all spectators and players.

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Jakarta Area Office holds Agency Gathering



Ethiopian Area Office in Jakarta has conducted Agency Gathering at Ritz Carlton Hotel, Jakarta following the local "HALAL BIL HALAL" festivity period. At the gathering, agents were briefed about Ethiopian Airlines best practices and its planned operation to Jakarta pending approval process. ET's new and convenient service to/from Singapore was also promoted in addition to Bangkok, Kuala Lumpur and Hong Kong.

Ethiopian Toronto Airport Team conducts Partnership Appreciation Tour



Ethiopian Toronto Airport Team conducted Partnership Appreciation Tour to different divisions of Navigation Canada (NAV CANADA) including Air Traffic Controllers (ATC) office to enhance the existing partnership with the organization. During the tour, which took place on August 25, 2017, Ethiopian Team met with high-level officials of the Organization including Mr. Gord Hiscock, General Manager NAV CANADA and Mr. Brad Johnson Head of Operations to discuss the possibilities of tackling ATC issues and enhance current partnership to higher standard. Following the discussion, Ethiopian Team had exclusive tour of NAV CANADA facilities and Air Control Tower.

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Corporate Social Responsibility

Ethiopian Holds its Annual Planting program



Over 200 Ethiopian employees and trainees as well as Ethiopian Airports Enterprise staff held seedling planting program on August 26, 2017 at Gulele Park to commemorate the 5th year of the death of the late FDRE Prime Minister Ato Meles Zenawi. More than 1000 indigenous tree seedlings were planted at the program which was organized by Employee Engagement, Corporate Culture & Gender office in collaboration with Security and Safety offices.

Ethiopian Supports Outstanding Students

Ethiopian supported Haymanot Tilahun while traveling from Addis Ababa to New Delhi, India to pursue her higher education at Ashoka University, India. She has awarded 100% scholarship from this University.

Ethiopian has also supported Abenezer Elias, a differently abled courageous student, to attend his schooling at Rochester Institute of Technology, New York. Ethiopian cares to support the youth's endeavor towards getting a better education.



Abenezer (above) thanking ET on his Facebook 'my gratitude goes to #EthiopianAirlines for supporting me with an economy class flight from Addis Ababa to Newark, NJ in order to arrive for international student orientation and to start my classes on time at Rochester. This shows their concern in promoting the rights of deaf people for quality education and equal opportunity'.

Ethiopian Cares for its Nation

Ethiopian stretched its wings to support Belay Fikadu, a graduate in Chinese Language and Literature at Hawassa University, to reach at Shanghai to be enrolled in the International College for Teaching Chinese to Speakers of other Language at the Confucius Institute, China. Ethiopian is concerned to always support the underprivileged students who are aspiring to change their lives.

Ethiopian Supports Abyssinia Women's and Children with Disability Development Association

Ethiopian has supported Abyssinia Women's and Children with Disability Development Association to travel to Mekele to finalize the agreement with Ethiopian Shipping and Logistics Services towards receiving two 40 feet containers. These containers will be used as a shop to commercialize handicraft items that is being prepared by the disabled. Ethiopian is a socially responsible enterprise in playing its part towards community development.

ETHIOPIA

Ethiopia is the hot new place in Africa - here's why:



(CNN) — In the late 1950s, Ethiopian Airlines launched an advertising campaign in the Western media that touted the ancient kingdom as Africa's "newest travel adventure." More than half a century later, the huge East African nation has yet to live up to that lofty billing. But it might not be much longer.

The sights, the scenery, the culture are already there. Ethiopia's ancient orthodox Christianity has endowed the nation with thousands of churches and monasteries, some of them enshrined as UNESCO World Heritage Sites. A succession of empire and kingdoms added medieval forts, palaces and tombs like the Gondar citadel and the towering stone stele of Axum.

From Lake Tana and the Blue Nile to the red-rock Gheralta Mountains, the arid Danakil Desert and the lush Omo Valley, the landscapes are astounding and incredibly varied. Ethiopia's wildlife riches are also diverse, from typical African savannah animals in the south to unique indigenous creatures like the gelada baboon and Ethiopian wolf. The missing ingredient has always been infrastructure -- the kind of hotels, restaurants and service that tourism rivals like Kenya and South Africa mastered decades ago.

A turning point

"Tourism was on the back burner for a long time," says Solomon Tadesse, CEO of the Ethiopian Tourism Organization (ETO). "The country was going through major changes and the government's priorities were health, education, communication." Not to mention drought, famine and revolution. "There were fundamental reasons why tourism infrastructure was not in place." According to Tadesse, the government finally decided in 2013 that tourism could generate jobs, income and wealth just like any other economic sector.

A tourism transformation council was established to provide direction to the industry and the ETO was created to handle marketing, promotion and product development. The tourism push coincided with a massive upsurge in foreign investment from China, India, Turkey and other nations that boosted GDP to annual growth rates of around 10%. With the Ethiopian economy going like gangbusters, tourism is slowly but surely moving toward the great expectations generated more than half a century ago.

More on the news: <http://edition.cnn.com/travel/article/ethiopia-africa-travel-next-big-thing/index.html>

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International & Local Press Clippings

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Ethiopian to revolutionize airport services

Government to formulate holding company provisions

By Kuleyesu Bekele

With the formation of a new aviation group that amalgamates Ethiopian Airlines and Ethiopian Airports Enterprise (the national flag carrier has pledged to upgrade the airport infrastructure and service at its hub Addis Ababa Bole International Airport to global standards.

Ethiopian Airlines Group CEO Tewolde Gebremariam told *The Reporter* that the formation of the new aviation group comprising the airline, airport company and hotel and tourism services would enable the airline provide a global airport service and an integrated aviation and tourism services. "We all know the fact on the ground that we have not met global standards at Addis airport for many reasons. I am very happy to see light at the end of the tunnel the Ethiopian government finally decided to form an aviation group where the airline on one hand and the airport enterprise on another hand, cargo and other business units eventually evolving as members of the holding company," Tewolde said.

The Ethiopian government recently decided to establish a new aviation group that comprises of Ethiopian Airlines, Ethiopian Airports Enterprise, Hotel and Tourism Services, Ethiopian Cargo and Logistics, Ethiopian Aviation Academy, Maintenance Repair and Overhaul (MRO), Ground Handling, and Catering companies with an authorized capital of 100 billion birr. The aviation group will eventually evolve to a holding company.



Photo by: Lemnesh Gebremariam

CEO of Star Alliance Group Jeffrey Goh (L) and Ethiopian Airlines Group CEO Tewolde Gebremariam

The existing Ethiopian Commercial code does not provide provisions for the establishment of holding companies. Tewolde told *The Reporter* that the government is working to formulate provisions for the establishment of holding companies.

"We will meet Star Alliance standards like any Star Alliance hub standards in in customer experience, in the digital platform and passenger transfer services. We have the opportunity to understand those airport global

standards and meet them," Tewolde said in a joint press conference he gave with the CEO of Star Alliance Group Jeffrey Goh, who visited the headquarters of *Ethiopian* on Tuesday.

Tewolde told *The Reporter* that the new aviation group will make significant investments at the Addis Ababa Bole International Airport. He said Ethiopian Airlines from its own coffers will invest not only in the expansion of the passenger terminal expansion project but also in the digital technology. He

said the expansion project has been delayed but as of late it was progressing well. "We will improve airport policies and procedures, airport facilities and services and customer experience. I want to make sure that everyone understands that this is going to benefit all stakeholders at the airport including all airlines serving Addis Ababa."

Members of the aviation industry expressed concerns that they may not get equal airport services if *Ethiopian* takes over the airport administration. These concerned individuals claim that *Ethiopian* will influence the airport operation rendering preferential treatment for itself. They argue that an airline and airport service provider should not be under the same management, particularly general aviation operators fear that *Ethiopian* will alienate them.

Tewolde refutes the fear of the aviation stakeholders. According to him, there is wrong perception about the establishment of the new aviation group. "The fears are not based on reality. There is a misconception going around about the new structure. Airports Enterprise is not merging with the airline. The enterprise will operate in the aviation group parallel to the airline. The airport enterprise management will maintain its neutrality and autonomy to serve everybody without any discrimination."

Tewolde said that the general aviation in Ethiopia has not grown. "It has to grow. It does not matter who plays in that sector. We would like to see the general

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የኢትዮጵያ አየር መንገድ ዋና ሥራ አስፈጻሚ አቶ ተወልደ ገብረ ግርግሮ ለኤርፖርቶች እንደተናገሩት፣ በመመሥረት ላይ ያለው የኢትዮጵያ አቪዬሽን ቡድን አየር መንገዱን፣ የኢትዮጵያ ኤርፖርቶች ድርጅትና የቱልና ተራዝም አገልግሎት ድርጅት የሚያትፍ ነው። ይህም አቪዬሽን ቡድን የተቀናጀ የአየር ትራንስፖርት፣ የኤርፖርት አገልግሎትና የሆቱልና ተራዝም አገልግሎት መስጠት ያስችላል ብለዋል።



የኢትዮጵያ አየር መንገድ ዋና ሥራ አስፈጻሚ አቶ ተወልደ ገብረ ግርግሮ

አቶ ተወልደ የኢትዮጵያ አየር መንገድ ለባት የትርፍ ግዕዝነት በመያዝ ከአፍሪካ ቀዳሚ አየር መንገድ መሆኑን ገልጸው በዓለም አቀፍ የአየር ትራንስፖርት ገበያ ጠንካራ ተርጉሳሪ በመሆኑ ዋና መናኸሪያው ከሆነው የአዲስ አበባ ዩ.ኤ.አ. አቀፍ ኤርፖርት ብዙ እንደሚጠበቅ ተናገረዋል። በአዲስ አበባ ኤርፖርት ያለው አገልግሎት ዓለም አቀፍ ደረጃውን የጠበቀ እንዳልሆነ የገለጹት አቶ ተወልደ፣ መንግሥት አየር መንገዱና ኤርፖርቶች ድርጅት በአንድ አቪዬሽን ቡድን ሥር ተቀብረውና ተናወው እንዲሠሩ መመዘኑ፣ በኤርፖርት አገልግሎት ዘርፍ ሥር ነታ ለውጥ ግምት የሚያስችል በመሆኑ መደላትቸውን አስረድተዋል።

የአቪዬሽን ቡድን የኢትዮጵያ አየር መንገድ፣ የኢትዮጵያ ኤርፖርቶች ድርጅት፣ የሆቱልና ተራዝም አገልግሎት ድርጅት፣ የኢትዮጵያ ካርጎና ሎጂስቲክስ፣ የአቪዬሽን አካላት፣ የጥገና ግዕዝ፣ ግራውንድ ሃንደሊንግና የብረራ ምግብ

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የአየር መንገድ አዲስ በረራ ስልጣን የሌሎች የአየር መንገድ ስልጣን ይሰጣል። ይህ ስልጣን የሌሎች የአየር መንገድ ስልጣን ይሰጣል።

የከፍተኛ ጥቅም ስልጣን ይሰጣል። ይህ ስልጣን የሌሎች የአየር መንገድ ስልጣን ይሰጣል።

East African airlines lead the continent with strongest customer satisfaction, study finds

East African carriers, such as Ethiopian Airlines, Rwandair and Kenya Airways, are scoring significantly more for customer satisfaction and loyalty ratings among their frequent flyers than carriers in the rest of Africa – and well above the global average. The findings were revealed in a Net Promoter Score (NPS) study that global technology provider, Sabre Corporation (NASDAQ: SABR), conducted for a group of African airlines.

The study looked into strength of brand, customer satisfaction and loyalty within African Airline Association (AFRAA) member airlines from North, East, West and Southern Africa. Widely recognised and used by more than 35 percent of global consumer-facing companies, the study identifies areas impacting on customer satisfaction and awards a score of between -100 and 100.

Key findings of the study include average Net Promoter Score of all participating African carriers was 2.4, the highest-scoring region was East Africa with an average score of 10.5 and the lowest was North Africa with -12.15. This ranks carriers in the East of the continent in similar region to many European and American airlines, which scored an average of 5.9 and 16 respectively in recent Sabre NPS studies.

AVIATION

Ethiopian to Start Flight to Bahrain

Ethiopian Airlines is to start three weekly flights to Bahrain effective as of August 17, 2017, using the latest Boeing 737-800, New Generation aeroplane. Bahrain, a nation comprising more than 30 islands in the Persian Gulf, has been at the centre of major trade routes for centuries with a growing economy over the past decade. This year, Ethiopia has started flying to eight new destinations including Shanedabadi, a fifth large gateway to India, Milan and Zaragoza. "Availability of efficient air transport services will play a great role in ensuring easy movement of people and import/export items," said Tewolde Gebremariam, chief executive officer (CEO) of Ethiopian Airlines, on the commencement of the service to Bahrain. Currently, Ethiopian flies to major cities in the Middle East including Beirut, Dammam, Doha, Jeddah, Kuwait, Dubai, Madinah, Muscat, Riyadh and Sharjah.

Publication: *The Ethiopian Herald*, July 29, 2017

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Eid Mubarak to all Muslims!

عيد الأضحى المبارك

Eid Mubarek

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