

# Etihad Airlines wins Best Airline in the Middle East award

Etihad Airways has been recognised as Best Airline in the Middle East for 2012 by the readers of *Premier Traveler* magazine in the USA. The prestigious award was presented at *Premier Traveler's* Best of 2012 awards gala dinner on 8 November at the Sofitel Hotel in Los Angeles. Award winners were determined by a survey of more than 10 000 readers.

Peter Baumgartner, Etihad Airways' chief commercial officer, said: "We are delighted to be named Best Airline in the Middle East by the readers of *Premier Traveler*. Our region is fiercely competitive, driving the highest levels of service and setting new standards. To be recognised as the best therefore, is especially meaningful. It is largely attributable to our uncompromising commitment to providing the highest levels of hospitality and service to our customers across all cabins throughout their entire journey, on the ground and in the air.

## Investing in services

"We have invested significantly in service innovations which include the introduction of trained international chefs dedicated to our Diamond First Class cabins and a food and beverage manager operating across both premium cabins. Our on board culinary professionals come from esteemed hotels and restaurants around the globe, allowing us to deliver five-star restaurant style fine dining in the air.

"This, combined with an integrated end-to-end service solution for business travellers, which includes complimentary chauffeur drive and flexible frequent flyer benefits, has greatly contributed to the success of our North American routes," Baumgartner said.

In the US, Etihad Airways currently operates direct daily flights between Abu Dhabi and New York and Chicago. The airline will launch daily services to Washington DC in March 2013.