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China Southern Rises in the Service Ranking of SkyTeam

The 2009 SkyTeam Summer Customer Satisfaction Survey reveals that the levels of customer satisfaction in China Southern's inflight, ground and catering services have all reached or surpassed the standard of the alliance (4 points), and the result shows a considerable improvement in the ranking. The overall service satisfaction on long-haul Economy Class is ranked top, and long-haul First/Business Class, short haul First/Business Class, and short haul economy class are all ranked number two. This survey was conducted among the 11 official member airlines and 3 associate airlines of SkyTeam, and the 27 base/hub airports where the 14 airlines operated.