

## **CHINA AIRLINES CHOOSES WFS FOR A TOTAL HANDLING SOLUTION IN HONOLULU**

Worldwide Flight Services (WFS) is now offering China Airlines its full range of ground handling services in Honolulu with the latest awarding of a new cargo handling contract.

WFS has served China Airlines in Honolulu since 2001 when it was first awarded a passenger services contract. In 2005, it also won the airline's ramp handling contract, and in May 2017, WFS successfully bid to handle China Airlines' cargo business.

The airline currently operates a daily service from Honolulu to Narita, Japan, and twice-weekly flights to Taipei.

In 2016, China Airlines presented WFS' Honolulu station with its annual 'Airport Service Outstanding Performance' award. This is based on a survey by the airline of all of its online stations that invites its customers to comment on a wide range of key performance indicators, including staff friendliness and helpfulness, lounge appearance and quality, queue waiting times, clarity of boarding announcements, and baggage delivery.

Ray Jetha, Senior Vice President, Sales & Business Development for WFS in North America, said: "We are extremely proud that China Airlines continues to show its confidence in WFS in Honolulu by recognising the quality of the services we deliver for the airline and its customers, and through the awarding of another new contract for cargo handling. This is a great tribute to our local team and clearly demonstrates the importance and value of high quality customer service."