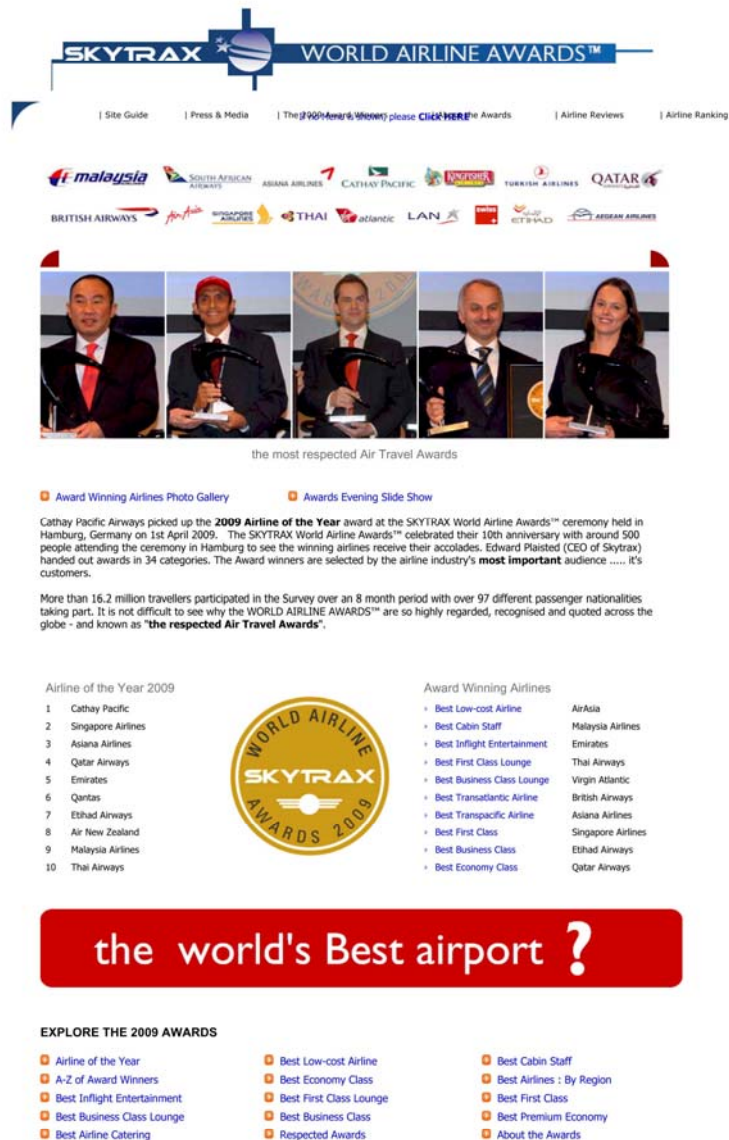


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Skytrax


THE WORLD AIRLINE AWARDS

Page 1 of 2




The screenshot shows the Skytrax World Airline Awards 2009 website. At the top is the Skytrax logo and the text "WORLD AIRLINE AWARDS™". Below this is a navigation bar with links: Site Guide, Press & Media, The 2009 Awards Show, Click Here for Awards, Airline Reviews, and Airline Ranking. A row of airline logos follows, including Malaysia, South African Airways, Asiana Airlines, Cathay Pacific, Singapore Airlines, Turkish Airlines, Qatar Airways, British Airways, Garuda Indonesia, Air New Zealand, Thai Airways, Etihad Airways, LAN, and Air France. Below the logos is a photo gallery of award winners. Text below the photos reads "the most respected Air Travel Awards". Two links are provided: "Award Winning Airlines Photo Gallery" and "Awards Evening Slide Show". A paragraph describes the 2009 Airline of the Year award ceremony held in Hamburg, Germany, on 1st April 2009, celebrating the 10th anniversary of the awards. It mentions that over 500 people attended and that the award winners are selected by the airline industry's most important audience. Another paragraph states that more than 16.2 million travellers participated in the survey over an 8-month period with over 97 different passenger nationalities taking part. Below this, a list of "Airline of the Year 2009" winners is shown: 1. Cathay Pacific, 2. Singapore Airlines, 3. Asiana Airlines, 4. Qatar Airways, 5. Emirates, 6. Qantas, 7. Etihad Airways, 8. Air New Zealand, 9. Malaysia Airlines, 10. Thai Airways. To the right of the list is a circular logo for "WORLD AIRLINE AWARDS SKYTRAX AWARDS 2009". Further right, a list of "Award Winning Airlines" is provided, including Best Low-cost Airline (AirAsia), Best Cabin Staff (Malaysia Airlines), Best Inflight Entertainment (Emirates), Best First Class Lounge (Thai Airways), Best Business Class Lounge (Virgin Atlantic), Best Transatlantic Airline (British Airways), Best Transpacific Airline (Asiana Airlines), Best First Class (Singapore Airlines), Best Business Class (Etihad Airways), and Best Economy Class (Qatar Airways). At the bottom, a red banner reads "the world's Best airport ?". Below the banner is a section titled "EXPLORE THE 2009 AWARDS" with three columns of links: Airline of the Year, A-Z of Award Winners, Best Inflight Entertainment, Best Business Class Lounge, Best Airline Catering, Best Low-cost Airline, Best Economy Class, Best First Class Lounge, Best Business Class, Respected Awards, Best Cabin Staff, Best Airlines : By Region, Best First Class, Best Premium Economy, and About the Awards.

mhtml:file:///D:/journal2552/สรุญญาภาคผนวก/THE WORLD AIRLINE AWARDS.mht 29/5/2552



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World Airline Star Ranking program from SKYTRAX measures airline product and service quality performance

THE WORLD'S OFFICIAL 4-STAR AIRLINES™

- 5 Star Airlines
- 4 Star Airlines
- 3 Star Airlines
- 2 Star Airlines
- 1 Star Airlines
- Unclassified Airlines
- Airline Index : A-C
- Airline Index : D-M
- Airline Index : N-Z
- Full A-Z Index
- Low-cost Airlines : A-Z
- Quality Certified Airlines



Official Star Ranking

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To:	Returning on:	Class:	
<input type="text"/>	Jun 26	Economy	
<input type="button" value="Search!"/>			

4 STAR RANKING : A seal of Approval, awarded to airlines supplying a good Quality performance across the range of Product and Service delivery rating areas. This Ranking is assessed by SKYTRAX after detailed Product and Service standards analysis for each featured airline, and is **NOT** connected in any way to customer ratings across the Forum pages on this site.

A 4 Star ranking signifies airlines providing a good standard of Product across all travel categories - and a good standard of Staff Service delivery in Onboard and Airport environment.

The world's 4-star airlines

- ★★★★ Air New Zealand
- ★★★★ Air France
- ★★★★ ANA All Nippon Airways
- ★★★★ Austrian
- ★★★★ Bangkok Airways
- ★★★★ British Airways
- ★★★★ China Airlines
- ★★★★ Dragonair
- ★★★★ Emirates
- ★★★★ Etihad Airways
- ★★★★ EVA Air
- ★★★★ Finnair



★★★★★	Frontier Airlines
★★★★★	Japan Airlines
★★★★★	JetBlue Airways
★★★★★	Korean Air
★★★★★	Lufthansa
★★★★★	Luxair
★★★★★	Meridiana
★★★★★	Midwest Airlines
★★★★★	Porter Airlines
★★★★★	Qantas Airways
★★★★★	Silk Air
★★★★★	South African Airways
★★★★★	Swiss Int'l Air Lines
★★★★★	Thai Airways
★★★★★	Turkish Airlines
★★★★★	Virgin Atlantic
★★★★★	Virgin Blue

SKYTRAX World Airline Star Ranking represents the Quality rating of standards applied across each airline's front-line Product & Service standards - for both ground and onboard operations.

- What makes a 5 Star Airline
- The 6-Star Airline Ranking
- Low-Cost Airline Rankings
- What the Star Ratings represent

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