



FBO Survey: global FBOs on recovery path

REPORT BY CURT EPSTEIN, CHARTS AND DATA BY DAVE LEACH

For FBOs around the world, the past year was a roller coaster from the lowest of lows to new peaks as the world continued to adjust and adapt to the Covid pandemic. While governments closed borders and/or instituted strict testing and quarantine protocols upon entry, business aviation waned.

“Like many in the industry we experienced a reduction in flying hours and FBO movements due to the uncertainty around travel and border restrictions,” said Darren McGoldrick, ExecuJet’s vice president for Asia-Pacific. “The aircraft we did handle were generally smaller types than we usually see, as our clients found themselves staying closer to home and not requiring the use of larger, long-range jets.”

“Covid-19 continued to impact trade shows, sports events, and our beloved Oktoberfest, meaning, for the second year in a row, it was canceled,” said Oliver Trono, general manager of Signature Flight Support’s Munich FBO.

Yet for many leisure destinations, even amid the restrictions, traffic began to rebound as passengers sought to escape

crowded cities in favor of more soothing environments.

Francesco Cossu, general manager of Eccelsa Aviation, the airport-owned FBO at Sardinia’s Olbia Costa Smeralda Airport, noted the vacation location saw a 30 percent decline in traffic during the height of the pandemic. “However, Olbia in 2021 recorded the full recovery of arrivals and departures of private planes, with the final figures higher than in 2019, which had been a record year for us.”

Normally busy business aviation hubs, such as London, also reported improvement. “Traffic levels in Q1 (2021) were extremely slow with much of UK and Europe in lockdown,” explained Dominic Osborne, FBO director at dedicated business aviation gateway Farnborough Airport, adding that by the third quarter of the year, as restrictions eased, he saw movements across Europe begin to increase. “The leisure season helped drive levels and seemingly continued beyond the summer months, though traditional business-oriented destinations did make some comeback.” He told **AIN** that for the second

half of 2021, the airport set monthly traffic total records.

Far off destinations have seen inconsistency as well over the past two years. “Given the fact that Thailand and our neighboring countries still retain some form of quarantine and Covid-related entry requirements, traffic has taken a serious drop since 2020,” said Natthapatr Sibunruang, CEO of Mjets FBO. “The last few months have shown positive signs of the market slowly recovering with a notable uptick in traffic and interest shown for inbound operations.”

He added that the company weathered the storm by adapting, as most locations were forced to do. “We managed to cut off many frills and become leaner to sustain the drastic drop of revenue.”

Yet, despite these setbacks, FBOs continued to do what they do best, provide their customers with the attention and dedication they expect, even under trying circumstances. In Part 2 of our annual FBO survey report, we present this year’s top-rated locations outside the Americas according to **AIN**’s readership. ■

TOP RATED FBOS IN EUROPE, THE MIDDLE EAST, AFRICA, AND ASIA-PACIFIC (BY OVERALL AVERAGE)

FBO	AIRPORT CODE	AIRPORT	OVERALL AVERAGE	CHANGE FROM LAST YEAR	
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.67	0.01	Top 20%
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.61	0.00	Top 20%
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.51	0.01	Top 20%
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.48	0.00	Top 20%
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.46	-0.02	Top 20%
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.45	-0.01	Top 20%
ECCELSA AVIATION	LIEO	OLBIA COSTA SMERALDA	4.43	0.02	Top 20%
HARRODS AVIATION	EGSS	LONDON STANSTED	4.42	0.02	Top 20%
LONDON JET CENTRE	EGSS	LONDON STANSTED	4.42	0.00	
SIGNATURE FLIGHT SUPPORT	LSGG	GENEVA INTERNATIONAL	4.41	0.00	
JET AVIATION	LSGG	GENEVA INTERNATIONAL	4.39	0.01	
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.38	0.00	
JET AVIATION	LSZH	ZURICH	4.35	0.02	
JET AVIATION	EDDL	DUSSELDORF	4.32	-0.06	
HARRODS AVIATION	EGGW	LONDON LUTON	4.31	0.00	
MALLORCAIR	LEPA	PALMA DE MALLORCA	4.31	-0.01	
JET AVIATION	YSSY	SYDNEY KINGSFORD SMITH	4.28	0.01	
EXECUJET MIDDLE EAST	OMDB	DUBAI INTERNATIONAL	4.26	0.01	
HONG KONG BUSINESS AVIATION CENTER	VHHH	HONG KONG INTERNATIONAL	4.23	-0.01	
UNIVERSAL AVIATION	WSSL	SINGAPORE/SELETAR	4.23	-0.01	
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	PARIS LE BOURGET	4.22	0.00	
ADVANCED AIR SUPPORT	LFPB	PARIS LE BOURGET	4.21	0.00	
JET AVIATION	OMDB	DUBAI INTERNATIONAL	4.20	0.02	
UNIVERSAL AVIATION	LFPB	PARIS LE BOURGET	4.20	-0.03	
SIGNATURE FLIGHT SUPPORT	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.18	0.00	
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.17	0.03	
EXECUJET BRUSSELS	EBBR	BRUSSELS NATIONAL	4.11	0.00	
DASSAULT FALCON SERVICE	LFPB	PARIS LE BOURGET	4.10	0.03	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	PARIS LE BOURGET	4.09	0.02	
SKY VALET	LFMD	CANNES-MANDELIEU	4.05	0.00	
SWISSPORT EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	4.01	0.00	
BUSINESS FLIGHT CENTER	EFHK	HELSINKI-VANTAA	4.00	0.01	
AVIAPARTNER EXECUTIVE	LFMN	NICE COTE D'AZUR INTERNATIONAL	3.99	0.02	
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	EGGW	LONDON LUTON	3.99	-0.01	
SKY VALET	LEMD	MADRID BARAJAS	3.95	0.06	
JET AVIATION	LSZH	ZURICH	3.93	-0.02	
JETEX PARIS FBO	LFPB	PARIS LE BOURGET	3.92	-0.02	
VIENNA AIRCRAFT HDLG	LOWW	VIENNA INTERNATIONAL	3.92	0.00	
JET AVIATION	WSSL	SINGAPORE/SELETAR	3.88	-0.01	
VIPPORT VNUKOVO-3	UUWW	MOSCOW/VNUKOVO	3.35	0.04	
UNIVERSAL AVIATION / CJET	ZBAA	BEIJING/CAPITAL	3.33	0.03	

FBOs with same overall average are listed in alphabetical order

4.67 Farnborough Airport (EGLF), UK



Sitting atop the list of FBOs outside of North America once again is Farnborough Airport. The privately-owned airport has held that position for more than a decade, and while the scores for the rest of the world FBOs tend to lag behind those of North America, the London-area gateway's score lands it among the top 5 percent of all FBOs including those in North America, with its ranking in the facilities category (4.86) the highest this year overall.

The location's 52,000-sq-ft, three-story terminal also placed among the highest globally in passenger amenities (4.75) and pilot amenities (4.72). It features VIP customer lounges that can accommodate up to 60 people for high-volume flights, conference rooms, crew lounge and snooze rooms, work area, passenger and crew shower facilities, laundry service, concierge, and gymnasium. Drive-through customs and immigration clearance is available along with the on-airport Aviator Hotel.

Home to 54 business jets, the airport has 240,000 sq ft of hangar space that can shelter aircraft up to a Boeing BBJ or Airbus ACJ TwoTwenty. Farnborough's management is planning to increase that capacity with a \$46 million (£35 million) development, which will add another 164,000 sq ft of climate-controlled hangar space. "Along with our outstanding service, attention to detail, and beautiful infrastructure, we're known for the amount of investment we plough in the

TOP FBOs BY CATEGORY - EUROPE, THE MIDDLE EAST, AFRICA, ASIA-PACIFIC

FBO	AIRPORT CODE	AIRPORT	LINE SERVICE
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.73
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.72
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.58
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICH	4.57
BIGGIN HILL EXECUTIVE HANDLING	EGKB	BIGGIN HILL	4.47
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.47
FBO	AIRPORT CODE	AIRPORT	PASSENGER AMENITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.75
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.61
ECCELSA AVIATION	LIEO	OLBIA COSTA SMERALDA	4.60
SIGNATURE FLIGHT SUPPORT	LSGG	GENEVA INTERNATIONAL	4.57
JET AVIATION	LSZH	ZURICH	4.55
HARRODS AVIATION	EGGW	LONDON LUTON	4.54
FBO	AIRPORT CODE	AIRPORT	PILOT AMENITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.72
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.58
GRAFAIR JET CENTER	ESSB	STOCKHOLM CITY/BROMMA	4.38
HARRODS AVIATION	EGSS	LONDON STANSTED	4.33
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.33
LONDON JET CENTRE	EGSS	LONDON STANSTED	4.33
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICIPALCH	4.33
FBO	AIRPORT CODE	AIRPORT	FACILITIES
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.86
ECCELSA AVIATION	LIEO	OLBIA COSTA SMERALDA	4.67
MJETS FBO	VTBD	DON MUEANG INTERNATIONAL	4.62
JET AVIATION	EHAM	AMSTERDAM SCHIPHOL	4.53
JET AVIATION	LSZH	ZURICH	4.52
FBO	AIRPORT CODE	AIRPORT	CSRS
UNIVERSAL AVIATION	EGSS	LONDON STANSTED	4.79
SIGNATURE FLIGHT SUPPORT	EDDM	MUNICIPALCH	4.78
UNIVERSAL AVIATION	WSSL	SINGAPORE/SELETAR	4.72
EXECUJET AUSTRALIA	YSSY	SYDNEY KINGSFORD SMITH	4.69
LONDON JET CENTRE	EGSS	LONDON STANSTED	4.56
FARNBOROUGH AIRPORT	EGLF	FARNBOROUGH	4.54

FBOs with same overall average are listed in alphabetical order

airport to constantly improve our facilities and service," said FBO director Dominic Osborne. As part of the project which is expected to break ground in June, the airport will enlarge and resurface its apron parking areas as well as rehabilitate the existing runway to allow for more

efficient aircraft movement. Also on tap is an engine test bay and an equine handling facility to accommodate the transport of horses through the airport.

The facility, with a staff of 157, is open from 7 a.m. until 10 p.m. weekdays, and from 8 a.m. until 8 p.m. on weekends. "It is

not at all unusual for a crew and their aircraft to be considered ‘regulars,’” Osborne told **AIN**. “The FBO team will know and understand the preferences of the people, they may even know them personally, making every visit special.”



4.61 Universal Aviation

LONDON STANSTED AIRPORT (EGSS), UK

While Texas-based Universal Aviation operates FBOs and manages general aviation terminal facilities in 10 countries ranging from Costa Rica to China, **AIN**’s readership perennially rates its FBO at the UK’s London Stansted Airport highest. The IS-BAH Stage 2-registered location has a two-level 11,000-sq-ft terminal with VIP arrival and departure lounges, conference rooms, crew lounge and crew business center, shower facilities, dedicated in-house security screening, customs and immigration areas, and catering preparation kitchens. “The FBO is very modern and customer friendly with an easy flow,” said Sean Raftery, Universal’s senior director of international business. “We can accommodate most requests to tailor for comfort, for example newspapers from a particular area or a particular brand of drink.” Due to the increased use of video conferencing needs of its customers, Universal also upgraded the Wi-Fi system throughout the facility.

To better handle bizliner class aircraft such as Boeing Business Jets and Airbus Corporate Jets, the company recently updated its ground handling equipment with a new belt loader, airstairs, and a midsize tug. Raftery noted that the airport with its 10,000-foot runway and

24/7 operation, is popular with operators of large aircraft visiting the UK capital.

As in last year’s survey, the location, which has a staff of 45, earned its highest score (4.79) in the CSR category. “Our facility is great, but above all we are recognized for the team members in the FBO,” Raftery told **AIN**, adding the staff’s own high standards are driven by a will to exceed the customer’s expectations. “It’s about driving down the customer’s operating risk and reducing their stress.”

In the age of Covid, that rang clearly through the offering of services such as testing at the facility or even on board the aircraft.

The Stansted facility has been in operation since 1984 and is also home to Universal’s European operations center, which shares information throughout the company’s handling locations worldwide. “We have been able to keep our clients moving safely whilst dealing with Covid regulations that were changing daily, which is a testament to our high-performing team,” Raftery added.

4.51 ExecuJet Australia

SYDNEY KINGSFORD SMITH AIRPORT (YSSY), SYDNEY, AUSTRALIA



For the third consecutive year, ExecuJet’s facility at Sydney, Australia has landed among the top finishers outside North America in **AIN**’s FBO Survey. In operation for 35 years, and under ExecuJet management for the past 23, the location earned its top scores in the Line Service (4.73) and CSR (4.69) categories. “We make a point to know each of our

TOP RATED FBOs IN EUROPE	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
AMSTERDAM			
JET AVIATION	EHAM	4.46	-0.02
DÜSSELDORF			
JET AVIATION	EDDL	4.32	-0.06
GENEVA			
SIGNATURE FLIGHT SUPPORT (Formerly TAG Aviation)	LSGG	4.41	0.00
JET AVIATION	LSGG	4.39	0.01
LONDON			
FARNBOROUGH AIRPORT	EGLF	4.67	0.01
UNIVERSAL AVIATION	EGSS	4.61	0.00
LONDON JET CENTRE	EGSS	4.42	0.00
HARRODS AVIATION	EGSS	4.42	0.02
HARRODS AVIATION	EGGW	4.31	0.00
MUNICH			
SIGNATURE FLIGHT SUPPORT	EDDM	4.48	0.00
PARIS			
UNIVERSAL AVIATION	LFPB	4.20	-0.03
SIGNATURE FLIGHT SUPPORT - TERMINAL 3	LFPB	4.22	0.00
ADVANCED AIR SUPPORT	LFPB	4.21	0.00
DASSAULT FALCON SERVICES	LFPB	4.10	0.03
SIGNATURE FLIGHT SUPPORT - TERMINAL 1	LFPB	4.09	0.02
JETEX	LFPB	3.92	-0.02
SARDINIA			
ECCELSA AVIATION	LIEO	4.43	0.02
SOUTHERN FRANCE			
SIGNATURE FLIGHT SUPPORT	LFMN	4.18	0.00
SKY VALET CANNES	LFMD	4.05	0.00
SWISSPORT EXECUTIVE	LFMN	4.01	0.00
AVIAPARTNER EXECUTIVE	LFMN	3.99	0.02
STOCKHOLM			
GRAFAIR JET CENTER	ESSB	4.38	0.00
ZURICH			
EXECUJET EUROPE	LSZH	4.35	0.02
JET AVIATION	LSZH	3.93	-0.02

FBOs with same overall average are listed in alphabetical order

clients, their individual needs, and what makes them smile and then we replicate this experience every time we see them,” explained Darren McGoldrick, the company’s vice president for Asia-Pacific. “We pride ourselves on making sure we go the

extra mile to exceed expectations whilst upholding the highest safety standards.”

He noted that the facility, which already holds Stage 2 registration under IBAC’s International Standard for Business Aviation Handling (IS-BAH), will undergo its audit for Stage 3 this year in hopes of becoming the first location among ExecuJet’s 23 FBOs worldwide to achieve that level in the voluntary safety-management-system-based program of industry best practices.

With a staff of seven full-time and 10 part time employees, the FBO is open every day from 6 a.m. until 10 p.m., with after-hours call out available. Its terminal has 3,230 sq ft of passenger and crew lounges as well as a trio of A/V-equipped conference rooms and a catering preparation kitchen. The FBO also includes on-site customs, immigration and quarantine services, valet parking, and crew concierge. Later this year the company will embark on a refurbishment of its main lounge and conference areas.

The ExecuJet complex at Sydney Kingsford Smith Airport is home to its own MRO facility hangar along with an additional company-managed hangar (the largest private hangar on the airfield), both of which can shelter several ultra-long-range jets. The facility is home to eight Sydney-based, turbine-powered aircraft, and McGoldrick noted the company is in discussion with the airport authority on plans to expand the FBO and its hangars to prepare for future growth.

4.48 Signature Flight Support

**MUNICH INTERNATIONAL AIRPORT (EDDM),
MUNICH, GERMANY**

With nearly 190 FBOs carrying the Signature Flight Support name worldwide, its location in the general aviation terminal at Munich International Airport once again was the chain’s highest scoring location outside of North America. The FBO, which has been part of the Signature network



since 2008, garnered its highest score this year in the CSR category (4.78). “Our team here in Munich has worked together for many years,” said general manager Oliver Trono. “Not only are we a close-knit group between our staff, but we have grown lasting relationships with the flight crews that often call Munich one of their destinations.” He described his nine-person staff as a group of “local friendly faces that know how to go the extra mile (or extra kilometer here in Germany).”

The location, which earned its Stage 2 registration under IBAC’s International Standard for Business Aviation Handling (IS-BAH) last year, is staffed every day from 6 a.m. to 10 p.m., based on the airport curfew, but Trono noted that the FBO sees a good deal of after-hours activity from medevac operations.

It occupies 2,000 sq ft (180 sq m) within the airport’s general aviation terminal, along with another 4,000 sq ft of shared space. The facility provides a refreshment bar with soft drinks, hot beverages and local snacks; crew lounge with shower facilities and snooze room; on-site customs and immigration clearance; two conference rooms; business center; and game room, which Trono jokingly refers to as an “international sports venue” containing a pool table and foosball table that sees some friendly competition. “We regularly watch flight crews from opposite corners of the world square off to see who is the victor,” he told *AIN*, adding, “We consistently listen to our customers and try to invest in what they would like to see in our FBO, to make them feel at home.”

TOP RATED FBOs IN ASIA PACIFIC	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
BANGKOK			
MJETS FBO	VTBD	4.45	-0.01
SYDNEY			
EXEJUJET AUSTRALIA	YSSY	4.51	0.01
JET AVIATION	YSSY	4.28	0.01
BEIJING			
UNIVERSAL AVIATION / CJET	ZBAA	3.33	0.03
HONG KONG			
HONG KONG BUSINESS AVIATION CENTER	VHHH	4.23	-0.01
SINGAPORE			
UNIVERSAL AVIATION	WSSL	4.23	-0.01
JET AVIATION	WSSL	3.88	-0.01

FBOs with same overall average are listed in alphabetical order

TOP RATED FBOs IN MIDDLE EAST	AIRPORT CODE	2022 OVERALL AVERAGE	CHANGE FROM LAST YEAR
DUBAI			
EXEJUJET MIDDLE EAST	OMDB	4.26	0.01
JET AVIATION	OMDB	4.20	0.02

FBOs with same overall average are listed in alphabetical order

While the airport manages all hangar facilities at the airport, which has approximately 20 based private aircraft, the Signature facility can arrange aircraft shelter for business jets up to a Bombardier Global 7500 based on availability.

4.46 Jet Aviation

**SCHIPHOL AIRPORT (EHAM),
AMSTERDAM, NETHERLANDS**

Jet Aviation’s location at Amsterdam’s Schiphol Airport has held a position among the top FBOs outside of North America since before the facility, along with its former KLM Jet Center sister FBO in Rotterdam, was acquired in 2018. In operation for more than three decades, the facility at Schiphol occupies 4,800 sq ft in the airport’s general aviation terminal, which is located adjacent to 6,561-foot Runway 22-04, the airport’s shortest runway, predominantly used for general and business aviation.

It includes two passenger lounges, two

crew lounges with a pool table and dart board, beverage bar featuring everything from soft drinks to wine and beer, computer workstations, international television channels, and on-site immigration and customs clearance.



While the FBO does not have hangar space of its own, it can, depending on availability, accommodate up to BBJ/ACJ-sized aircraft through its local partners.

The location, which is Jet Aviation's first European FBO to offer sustainable aviation fuel on a continual basis, earned its highest score this year in the Line Service category (4.58). It offers dedicated refueling and deicing services on the ramp, and achieved Stage 2 registration under ICAO's International Standard for Business Aviation Handling (IS-BAH) in January. At the time the late Edwin Niemöller, the long-time general manager of the facility who passed away from a sudden illness soon after, noted, "It's the experience, dedication, and passion of our handling teams that enables them to deliver incomparable service to our customers. We work to get the aircraft serviced for safe, timely departures, every time, and continue to focus on our safety performance and sustainability goals."

The facility, which is open normally from 6 a.m. until 11 p.m. daily, has a staff of 28. Joao Martins, the service provider's v-p of regional European FBO operations, told AIN that despite the challenges brought by the pandemic, "the team has done a remarkable job. Not only have they managed to maintain the highest service standards under these difficult circumstances, but they also raised our safety standard

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4.54 MJets FBO

DON MUEANG INTERNATIONAL AIRPORT (VTBD), BANGKOK, THAILAND

MJets, a service provider at Don Mueang International Airport in Thailand’s capital, maintains its position as the top-rated FBO in Asia, according to *AIN*’s readers. The company has been in operation for more than a decade, and its 26,000-sq-ft, two-story terminal opened in 2016. Garnering the location its highest score in the Facilities category (4.62), the FBO is open 24/7 and features on-site customs, immigration, and quarantine clearance with visa availability on arrival, a crew suite with three sofa beds and shower facilities, a 3,400-sq-ft executive lounge that can accommodate up to 75 guests at a time, private passenger lounge, conference rooms, and concierge. Private security services can also be arranged through the FBO.

“MJets is known for the ability to process both inbound and outbound passenger formalities and flows within an abnormally short timeframe,” explained CEO Natthapatr Sibunruang. “Normally a passenger will spend less than seven minutes in the terminal for formality and screening process before boarding the aircraft for international trips.”

Recognized for its stringent safety standards, the company, which has a staff of 167, holds Stage 3 registrations in IBAC’s International Standard for Business



Aviation Handling (IS-BAH) on its FBO side, and International Standard for Business Aviation Operations (IS-BAO) for its aircraft charter and management division.

The complex, home to 17 turbine-powered aircraft, has four hangars ranging to 32,300 sq ft; the latter can shelter a pair of BBJ- or ACJ-class aircraft. MJets also operates an FAA Part 145 repair station and provides AOG support for aircraft throughout the region. With a recent uptick in business, Sibunruang hinted that his company may be expanding to other areas.

4.43 Eccelsa Aviation

OLBIA COSTA SMERALDA AIRPORT (LIEO), SARDINIA, ITALY



Olbia Costa Smeralda Airport is the main access point on the northern side of the Italian island of Sardinia, a major leisure destination, and its lone FBO, Eccelsa Aviation, is owned by the same company that manages the airport.

Its 48,400-sq-ft terminal opened in 2009, and in addition to the normal slate of FBO amenities, such as a passenger lounge, pilot lounge and snooze room, porte cochere, and 12-seat A/V-equipped conference room, the facility also offers a VIP lounge with private entrance, lounge bar, and an indoor summer patio, all of which contributed to the location’s score of 4.67 in the Facilities category. Olbia was the first airport in Italy to establish an on-site Covid testing center, according to FBO manager Francesco Cossu, “therefore lifting the passenger from the very much unwanted burden of having to find, in a foreign country

and out of their own device, a place to take the required test and comply with the rules.”

As well, the FBO offers luxury shopping opportunities to its customers, with half of its space leased to businesses including an eyewear store, a clothing vendor, a wine and spirits merchant, a delicatessen, a Bombardier sales office, charter providers for private jets and helicopters, and an office of the San Marino Aircraft Registry.

As a highly seasonal destination, the FBO has no permanently based aircraft, but during the summer peak, it will have several jets take up residence. To accommodate them, the FBO has a 51,670-sq-ft hangar that can shelter BBJ- and ACJ-class aircraft.

The airport is working on a ramp expansion program for the FBO, which is expected to be completed by the end of the year. While Cossu noted the location is known for having never turned any aircraft away due to overcrowding, he added that it has become “rather challenging on some occasions,” and the new addition will help alleviate the situation.

In the summer season, the facility, which is currently undergoing review to achieve IS-BAH registration, is open 24/7 and has a staff of 50. After-hours service is on request.

4.42 Harrods Aviation

LONDON STANSTED AIRPORT (EGSS), UK

The London area is well represented in this year’s *AIN* FBO Survey, with three locations occupying the top tier of facilities outside of North America. Among them is Harrods Aviation at Stansted Airport.

At Stansted, the company occupies the original permanent airport terminal building built in the late ‘60s. Open 24/7, it offers three separate customer lounges: a head-of-state lounge with private bathroom facilities and direct ramp access, a VVIP lounge with a full bar and hot and cold beverages, and a business lounge. In addition,



it features on-site security, customs, and immigration clearance, conference room, pilot lounge with snooze rooms and IT-supported work area, driver rest area, private vehicle ramp access, and crew transfer service. As well the company provides concierge services not only for passengers but for the crew as well. “We acknowledge and

respect that our customer is not only the person sitting in the luxury leather seats in the main cabin of the aircraft, but also the pilots, engineers, and operational staff who make the true magic happen,” explained Will Holroyd, director of sales and marketing. “We are there to support them every mile of the flight.”

The location shared its highest score between the Facilities and CSR categories (4.48) this year, evidence of the parent company’s influence. “The iconic Knightsbridge store sets the bar incredibly high with regards to customer service,” said Holroyd. “It is our duty and honor to meet and exceed these high standards.”

Above & Beyond

PERSON	FBO	AIRPORT CODE
Alex Hermoso	Sky Valet	LEPA
Francesco Cossu	Eccelsa	LIEO
Kathya Botelho	Omni Handling	LPCS
Mark Shields	Universal Aviation	EIDW
Nathalie Andriot	Signature Flight Support - Terminal 1	LFPB
Paula Chaudry	Gama Aviation	OMSJ
Sean Chan	Hong Kong Business Aviation Center	VHHH
Shane Field	Jet Aviation	YBBN
Stone Chau	TAG Aviation	VMMC

The above FBO staff members were recognized multiple times for going “Above & Beyond” in the field of customer service.

FBO survey rules and methodology

This report on **AIN**’s FBO survey covers fixedbase operations outside of North America.

History

AIN has been conducting surveys since 1981, asking about the service that FBOs provide their customers and reporting the results from these annual surveys. Initially, we sent out a paper survey questionnaire by mail to qualified subscribers in the U.S.—pilots, flight attendants, and dispatchers—the people who use or make arrangements with FBOs. In later years, qualified subscribers in the remainder of North America and the rest of the world were added to the survey.

In 2006 we moved the FBO survey online. We have continued to add FBOs each year and now offer respondents a comprehensive list of 4,500 FBOs worldwide.

The Survey

The FBO Survey site allows subscribers to keep a list of personalized FBOs and from this list they can easily change or affirm a prior rating and leave an updated comment.

The scores in this report and on our website reflect the cumulative average of scores from

2014 through today. Only the most recent rating of an FBO is counted on a per-user basis and only FBOs that have received 20 or more ratings are eligible for their scores to be published.

From April 1, 2021, until Feb. 4, 2022, we asked subscribers to update and give new ratings for FBOs they had visited in the preceding 12 months. We contacted readers via email and announcements in our newsletters. The bulk of this promotion took place from Dec. 1, 2021 through Feb. 4, 2022.

The FBO survey site asks readers to evaluate FBOs they visited the previous year in five categories: line service; passenger amenities; pilot amenities; facilities; and customer service representatives (CSRs). For each of these categories, the participant is asked to assign a number from 1 to 5, 1 being the lowest and 5 being the highest.

Observations

Each year we review ratings to ensure their accuracy. On our new site we have a system to flag, review, and, if necessary, remove

ratings identified as dubious by factors such as email address, IP address, and concentration of scores.

Score Calculations

An FBO’s overall average is calculated by adding all the individual category ratings received by that FBO and dividing the resulting sum by the total number of all category ratings received by the FBO. In other words, if a particular FBO was evaluated by 50 people (and assuming that all 50 evaluators gave that FBO a rating in each of the five categories), then the FBO would receive a total of 250 category ratings. These 250 category ratings are added together and then the sum is divided by 250 to arrive at the overall average for this particular FBO.

Overall averages are calculated using the cumulative average of all ratings given from 2014 through the present. This year’s results will show an FBO’s increase or decrease versus that FBO’s cumulative rating from one year ago.