

NEW CONGRATULATIONS FROM OTHER COMPANIES...



**Stopover MADRID-BARAJAS:**

Letter of congratulation sent by **GAS** on the assistance received in a presidential flight last June:

*“Regarding the presidential flight of the United Arab Emirates, we would like to thank you for all your help and please transmit our gratitude to all the departments involved. Your assistance was excellent at all times”*

**Special flight of CORSAIR:**

*“Just a few lines to thank you for your help and collaboration in our departures with Corsair over the past weeks.*

*Without any doubt, your dedication and professionalism have contributed to the success of both operations. Please, pass on our compliments to all your staff since their warm and friendly attitude made possible such a successful check-in and boarding.”*

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**Stopover MADRID-BARAJAS:**

Letter of congratulation received from the company **S7** on its first flight to Madrid after a 40 minute delay and which was attended by Iberia in just 24 minutes:

*“Good morning! Hope the weekend was great!  
Our first flight arrived in Madrid with 40 minutes delay. I wondered that aircraft was turned round just during 24 minutes! I never saw nothing the same! That's great job!”*

**Attention service to UM from BULGARIA AIR:**

*“On behalf of myself and my entire team we would like to compliment the Red Jacket Department for the service provided over the past weeks”*

Compliments from **PRIVILEGE** on the assistance received in Madrid when their baggage department was transferred.

*“This mail is to THANK AND CONGRATULATE the whole Iberia team and especially the Lounge 1 staff for their invaluable help and their prompt replies to all my doubts.”*

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The **ZARAGOZA** airport received a congratulation letter from **CARGOB AIRLINES** on the assistance received when they started to operate.



AIRPORT SERVICES  
**IBERIA**

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Compliments from **GRUPO TUI**:

### **SOUTH TENERIFE:**

The company sent a sincere congratulation letter on the great service and efforts made on this stopover “a five star **BE VERY SPECIAL** service”.

“*ALL THE DEPARTMENTS* have shown a huge dedication and professionalism. We should like to show our appreciation to Supervisors and Service Heads for their initiative and proactivity.”

Congratulation from **CONDOR** to the **AIRPORT COMMERCIAL MANAGEMENT** with regard to the excess baggage charges services:

“We appreciate all the effort and support continuously offered by Iberia. It has undoubtedly implied a significant improvement for Condor as well as for its passengers.”

Compliments from **TAP** to **PAMPLONA** stopover for their great operational results:

“I would like to express my gratitude for all the work and effort you and your collaborators have done, especially to those who have contributed directly or indirectly to the excellent results achieved in this stopover.”

AIRPORT SERVICES  
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### Compliments from **IBERWORLD** to **BILBAO** stopover:

*“The Flight Control Department of IBERWORLD WOULD LIKE TO THANK YOU FOR YOUR COLLABORATION IN THE MANAGEMENT OF THOSE FLIGHTS AFFECTED BY THE AOG OF EC-LAJ AND TO CONGRATULATE YOU ON YOUR EXCELLENT JOB”*

### Congratulation from **BRITISH AIRWAYS** sent to the **AIRPORT GENERAL MANAGEMENT**:

“On behalf of Xavier Serrano –BCN, Palma and Ibiza airport responsible and on myself, I would like to express our most sincere thanks for the excellent availability and situation-handling shown by the Iberia Airport Services staff last Sunday when our flight BA478 declared an emergency during its approach phase to Barcelona.

Fortunately, this shocking incident ended with no serious injuries. The assistance provided by Iberia was exemplary at all times ensuring that all passengers were taken care of. All your staff showed an exceptional attitude and a great spirit of collaboration with the passengers affected by such an emergency and those on the return flight. Despite the difficulties, they managed to reroute the 170 booked passengers”.

