

**Skytrax 2019 World Airport Awards:
YUL employees in the top 5**

Montréal, March 29, 2019 – Once again this year, Montréal–Trudeau airport (YUL) has posted excellent results in the various categories of the 2019 edition of the Skytrax World Airport Awards, considered a benchmark of quality in the world airport industry.

Montréal–Trudeau made a strong showing in the [Best Airport Staff Service](#) category, moving up to 4th place among North American airports after finishing 6th in 2018 and 10th in 2016. This category acknowledges the quality of service provided by the 13,000 employees who serve passengers in the terminal building.

“Aéroports de Montréal is extremely proud of the excellent work of all employees of the airport and the wider airport community,” said Philippe Rainville, President and CEO, Aéroports de Montréal. “They are the main reason Montréal–Trudeau continues to climb in the rankings among other world-class airports. These results clearly show that our priorities are in line with passengers’ needs.”

Among the many initiatives implemented over the past year to further enhance the passenger experience at Montréal–Trudeau, YUL now has a new brigade of ambassadors whose mission is to maximize the airport experience for travellers at all stages of their route through the terminal, as well as the Pet Squad, made up of 30 dogs and their handlers, who roam the terminal building offering moments of companionship to passengers.

In the [rankings of the World’s Top 100 Airports](#), as voted by air travellers all over the world, YUL is now 62nd, an improvement of 26 spots over 2016. And in the category [Best Airports by Global Region](#), North America, Montréal–Trudeau held on to its No. 10 ranking.

The Skytrax World Airport Awards, viewed as a benchmark of quality in the world airport industry, are based on assessments of customer service and facilities at more than 550 airports worldwide, with some million passengers surveyed.

About Aéroports de Montréal

Aéroports de Montréal is the airport authority for the Greater Montréal area responsible for the management, operation and development of Montréal-Trudeau International Airport and the Mirabel aeronautic and industrial park.

-30-

Source:

Aéroports de Montréal
Public Affairs
affaires.publiques@admtl.com
T: 514 394-7304