

'Service with Excellence'



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Here are some authentic customer statements!

"Thank you again for organizing my meat pie order. I think they are fabulous and thoroughly enjoyed all of them ie beef, chicken and vegetarian. One more thing, I was amazed by the wonderful customer service I received from each person I encountered once I entered your building. While I was waiting, every single person who passed me acknowledged me and asked if I needed assistance, even offering me to wait in the office. Whatever training you guys are doing there in regards to Customer Service, well done! Please let your colleagues know that this kind of treatment was very much appreciated and they just made my day" - Ms. Tanya Seeto

"I spoke to two crew who came on AC2034/17JUN-NAN to YVR on Monday. They said the catering was amazing and that they felt proud to serve it! Not sure that they'll be seeing that again. Again thanks for a job well done!" – Air Canada

"We wish to record our appreciation for the most Splendid Services provided by your Ms. Patricia Tuitubou whilst handling our Private Jet Registration N933ML recently. Frankly, our CEO Sir Morgan who is the owner of Carpenters Fiji Limited was very impressed with the service when they landed from Tonga and flew out to Honolulu" - Carpenters Shipping

"I was dealing with a lady named Yvonne? In Fiji today. She was exceptional. Everything seemed to go really smoothly. Best disruption I have had in ages – can you please pass on some feedback to Yvonne that her positive approach to the disrupt was greatly appreciated"- Virgin Australia

"My name is Shirish Chand and I am a director of S.S. MUSIC WORLD and Kiwi Enterprises in Fiji. I write to thank you for the excellent manner in which you handled the disruption to FJ451/07 Jul from NAN to CHC. The only one who really handle the situation was ROSYLN working for ATS who worked tirelessly and never showed any type of aggressiveness when people from all flight wanted to know their stance. She stood up and helped every individual despite having heated arguments from most of the stranded customers. I stood in a corner and watch as she did a great job" – Mr. Shirish Chand

"Good Morning Team. Congratulations, we have achieved 96% in the recent VA Station Audit. The previous Audit in April was 92%" – Virgin Australia

[Table 2 - Oceania Region]		
Rank	STN	Caterer
1	NAN	ATS
2	GUM	LSG Sky Chefs
3	BNE	Alpha
4	AKL	LSG Sky Chefs
5	SYD	Gate Gourmet

"Dear Station Manager, ATS in NAN got 1st ranking out of 5 caterers in Oceania region" – Korean Air (Refer Table 2)