

Paris, 28 November 2012

## **Aéroports de Paris and Air France put their Indian customers in the spotlight at Paris-Charles de Gaulle airport**

From 3 to 6 December 2012, Aéroports de Paris and Air France are organizing a forum for frontline airport staff at Paris-Charles de Gaulle, entitled "Discovering and welcoming Indian customers", the aim of which is to work on the welcome provided to Indian customers. For four days, all those involved in assisting customers at the airport will be able to discover a fast-expanding country and learn to understand the expectations of Indian customers, who have become frontrunners in terms of hospitality and services.

### **18% more Indian passengers at Paris-Charles de Gaulle**

In 2011, the airport welcomed over 600,000 passengers travelling to and from India, over 18% more than in 2010.

After attracting more than 1,000 people with their Chinese forum in December 2011, this year the organizers are renewing the experience and hope to "embark" even more participants!

### **Services adapted to Indian customers**

This initiative is in addition to the various other actions taken throughout the year at Paris-Charles de Gaulle by teams from Aéroports de Paris and Air France to offer personalized service to foreign customers.

Aéroports de Paris has introduced made-to-measure services with welcome announcements broadcast in the baggage delivery areas. Chinese passengers were the only ones to benefit from such a welcome in 2011. In 2012, Aéroports de Paris extended this system to Russian passengers and will very soon be introducing it for Japanese passengers.

To make their time at the airport easier for passengers who speak neither English nor French, Air France has set up a team of multilingual agents speaking nine languages, including Tamil and Hindi. These agents welcome 5,000 passengers on a daily basis, helping them with check-in formalities and assisting them with connections between flights. Their expert knowledge of the language and culture enables them to establish immediate, natural contact with these passengers.

### **A forum open to journalists**

**If you are a journalist and you would like to attend this forum, please do not hesitate to contact the Aéroports de Paris press office.**

**The "Discovering and welcoming Indian customers" forum will take place at Paris-Charles de Gaulle airport from Monday 3 to Wednesday 5 December 2012 from 10am to 6pm, and on Thursday 6 December from 10am to 5pm.**