

AirAsia named world's leading low-cost carrier at 2018 World Travel Awards Grand Final

By **Elena Owyong** on December, 4 2018 | Airlines & Airports



AirAsia Group Head of Cabin Crew Suhaila Hassan (centre left) and AirAsia Group Head of Communications Audrey Prokastama Petryny (centre) accepted the World's Leading Low-Cost Airline and World's Leading Low-Cost Airline Cabin Crew awards from President and Founder of World Travel Awards Graham Cooke (centre right)

AirAsia has been named the World's Leading Low-Cost Airline at the 2018 World Travel Awards (WTA) Grand Final, for the sixth year running.

The WTA was established in 1993 to recognize and celebrate excellence across key sectors of travel, tourism and hospitality industries. The World Travel Awards brand is now acknowledged globally as the ultimate hallmark of industry excellence.

AirAsia emerged as the winner after clinching the greatest number of votes from travelers and

industry executives, ahead of a pool of other low-cost carriers which included Southwest Airlines, JetBlue, Ryanair, Jetstar Airways and more.

Additionally, AirAsia also won the title of World's Leading Low-Cost Airline Cabin Crew, for the second consecutive time.

The award gala ceremony was held at Pátio da Galé. It was attended by AirAsia Group Head of Cabin Crew Suhaila Hassan and AirAsia Group Head of Communications Audrey Prokastama Petriny.

AirAsia Deputy Group CEO (Airlines) Bo Lingam said: "We remain guest-obsessed as we evolve from an airline into a travel technology company. Our guests will always be at the core of everything we do, and we believe the various travel and lifestyle ventures we are working on now - from deals and e-commerce to fintech and logistics - will only serve to further enhance the overall AirAsia experience for them."

He also shared some new initiatives that will be rolled out, such as the Fast Airport Clearance Experience System (FACES) facial recognition boarding system and Freedom Flyer Programme which will further enhance their service delivery to their customers.