

Air Astra triumphs with Gold for Best Airport Service (Domestic)

- A Monitor Report

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Dhaka : Air Astra claimed the Gold in the Best Airport Service (Domestic) category at the ShareTrip-Monitor Airline of the Year Awards 2024, recognized for delivering a seamless and passenger-friendly experience across check-in counters, boarding gates, and arrival areas at domestic airports.

US-Bangla Airlines was awarded Silver, while NOVOAIR secured the Bronze, reflecting the growing emphasis on ground service quality in Bangladesh's domestic aviation scene.



US-Bangla representative receiving Silver trophy

Air Astra's impressive Gold win underscores its focus on building a modern and efficient ground service operation from the outset. It has quickly become known for: speedy and courteous check-in processes at major domestic airports; professional, tech-assisted boarding procedures and helpful ground staff; passenger-centric handling of baggage, inquiries, and disruptions; and clean and well-branded counter setups creating a positive first impression.

Silver winner US-Bangla Airlines has built an extensive ground service network at nearly every domestic terminal. Its strengths include: well-organized check-in desks and signage at high-traffic airports; efficient baggage handling and timely gate operations; uniformed ground staff trained to assist all types of passengers, including the elderly and those needing special care; and investments in self-service kiosks and digital

notifications for enhanced passenger convenience.



NOVOAIR official receiving Bronze trophy

Bronze winner NOVOAIR continues to deliver a smooth and composed ground experience, especially appreciated by frequent flyers. Its Bronze award is anchored in: friendly and experienced ground staff who provide attentive service; a reputation for quick check-in and boarding with minimal delays; neatly managed service counters and a calm, orderly presence at airports; and strong coordination with airport authorities for on-time operations.